Vision

Installation & Configuration Manual

Version 1.5
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Vision Installation and Configuration Manual
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Contents

Introduction

SpliceCom Vision is a web based application suite developed from the ground up by SpliceCom to work with **max**imiser – and to only work with **max**imiser. Utilising the latest AJAX and Web 2.0 technologies, Vision has been designed to deliver business critical information, in an easy to understand manner, wherever and whenever it's needed. Vision offers four services; Reports (historical), Recording (capture) , Live (real-time) & Mobility (freedom).

Installation

Specifications

Vision can be installed on the following systems:

Linux

The minimum specifications for a Linux PC, taken from a HP Proliant MicroServer, is:

- OpenSuse 12.1 or above Gnome or KDE
- Processor:
    - AMD Turion™ II Neo N40L (1.5GHz)
    - AMD RS785E/SB820M chipset
- Memory:
    - Two (2) DIMM slots
    - 2GB (1x2GB) Standard

Apple Mac

The minimum specifications for an Apple Mac PC is:

- Intel Mac
- 2.0 Ghz Intel Core Duo
- 1 GB RAM
- 120 GB hard drive
- MAC OS X 10.5 or above

If you wish to run Vision on a Mac OS X Server please refer to the Vision (OS X) Installation and Configuration Notes available on the SpliceCom website. Please note: that Vision is **not** supported on Lion Server or Mountain Lion Server.

The storage required on both systems will be dependent on how many calls will be recorded.

Maximiser

Each call server being used with Vision v1.4 will require software version 3.2.1568 or higher. However, this may change with subsequent versions of software, therefore, please refer to the forums for the version required for the version of Vision you are installing.

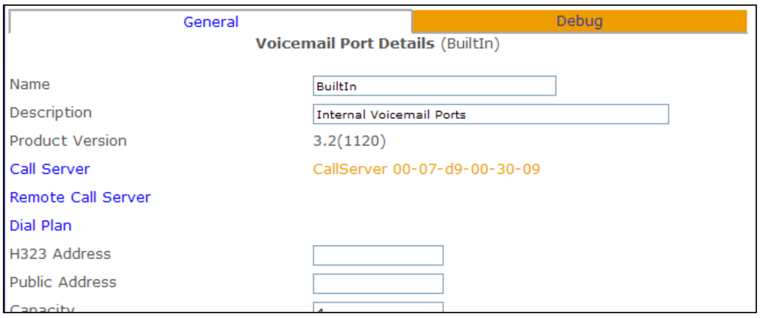
Call Server set up

Voicemail Ports

Each Voicemail Port on the **max**imiser system must be configured with the relevant Call Server to ensure accurate data is displayed in the Voicemail Port Usage report. Where voicemail is being hosted by an external PC the H323 address field must also contain the IP address of this PC. In most configurations these fields will already have an entry but this will need to be checked.

1. Using Manager open the Voicemail Port
2. In the Call Server field enter the relevant Call Server
3. If voicemail is being hosted by an external PC in the H323 Address field enter the IP address of this PC.

Where a multi-Call Server site is using the default BuiltIn Voicemail Port only, additional BuiltIn Voicemail Ports must be created for each Call Server. Again this is to ensure accurate data in the Voicemail Port Usage report. Create a new Voicemail Port called BuiltIn (this is case sensitive) for each Call Server and in the Call Server field enter the relevant Call Server.

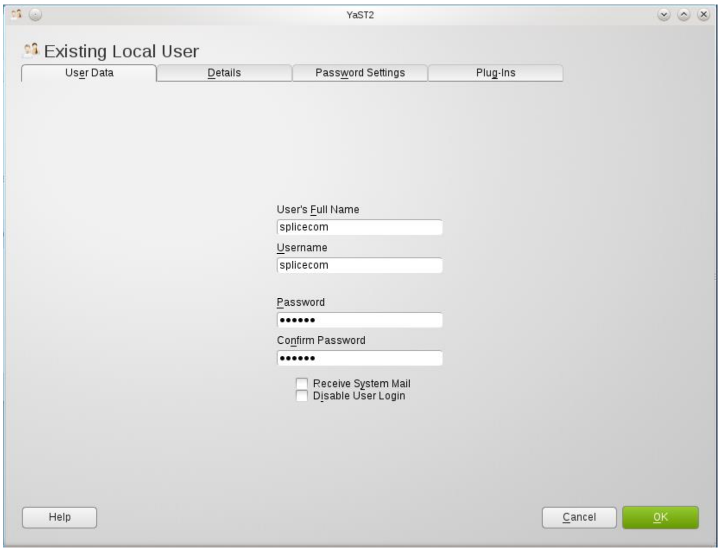


Linux PC set up

The following facilities need to be set up on the Linux PC before the Vision can be installed.

Log In

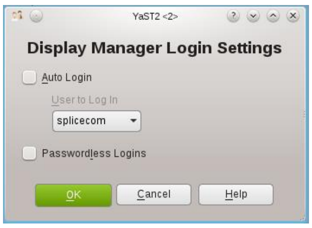
The Linux PC must have a user account called "splicecom" (all lower case) with a secure password of your choice. This can be done either during the installation of Linux or via User & Group Management (KDE version), which can be found by opening YaST, and selecting Security and Users.



Disable automatic log in

It is recommended that you disable the Auto Login facility so that you have to log on to the Linux PC after a reboot which makes the Vision server more secure. However this is not essential to the operation of Vision.

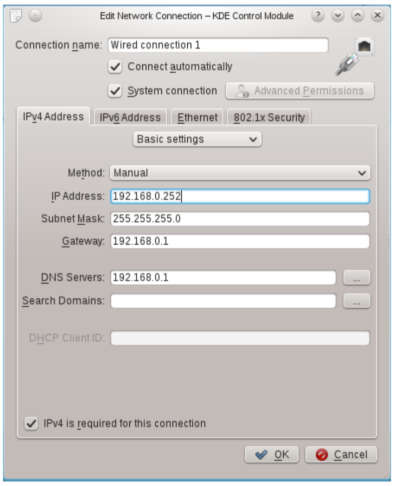
This option can be found by selecting Expert Options then Login Settings within User and Group Management (KDE version).



Please note that it is not necessary for a user account to be logged in on the Linux pc in order for the Vision server to be operational.

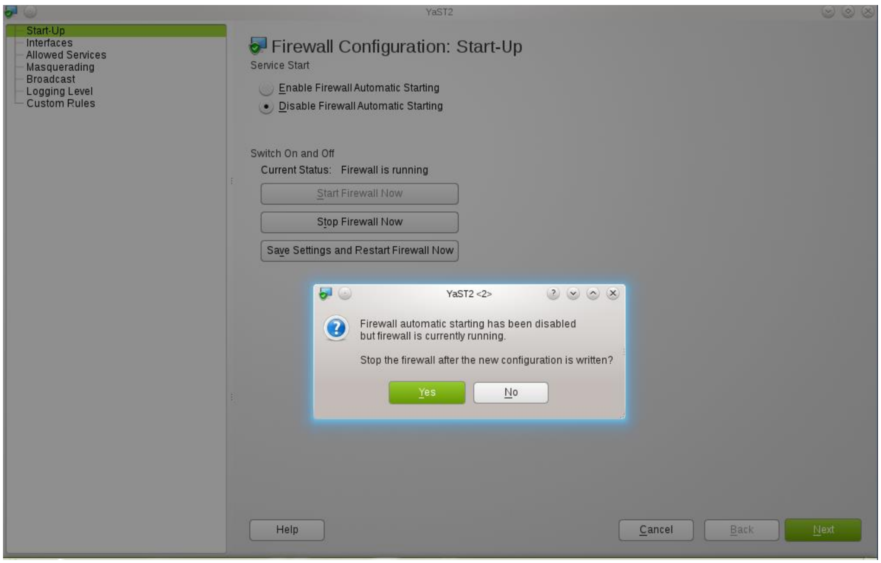
Connection to the maximiser system

It is recommended that the Linux PC is connected to the **max**imiser system via a cable and not via wireless. It is also recommended that the Linux PC is using a static IP address, similar to this example in the KDE version of Linux.



You can check the network configuration settings of the PC by entering /sbin/ifconfig in a Terminal session.

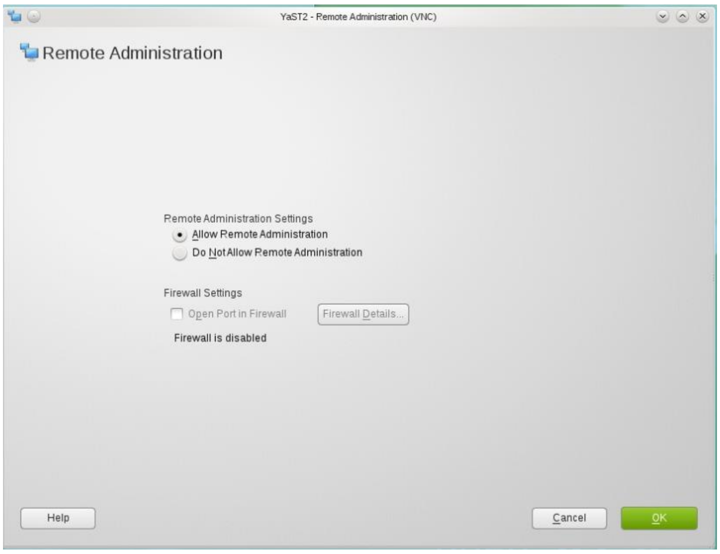
It is also necessary to turn off the firewall on the Linux PC. On a Linux PC running the KDE version this can be disabled by opening YaST, selecting Security and Users and then Firewall. Select Yes when asked if you wish to "Stop the firewall after the new configuration is written?"



Remote Management

In order to manage the Vision server remotely VNC should be enabled on the Linux PC.

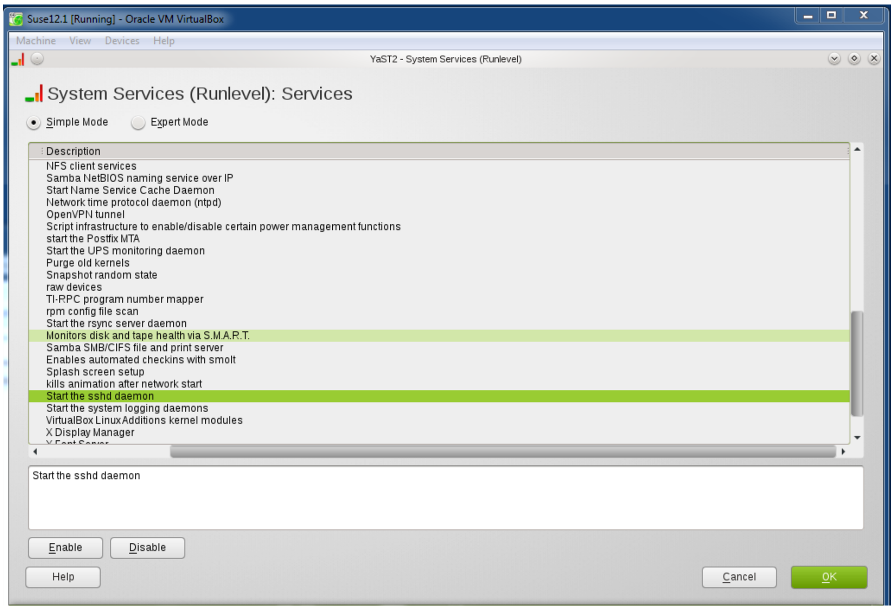
On a Linux PC running the KDE version this can found by opening YaST, selecting Network Services and then Remote Administration (VNC). Select the Allow Remote Administration option.



This will enable you to VNC to the Linux PC on port 5901.

You may also wish to use ssh to log on to the Linux PC using a client such as PuTTY. This facility must be enabled on the Linux PC.

If you are running the KDE version, open YaST, select System and then System Services. Select sshd and select the Enable button to start the sshd daemons.

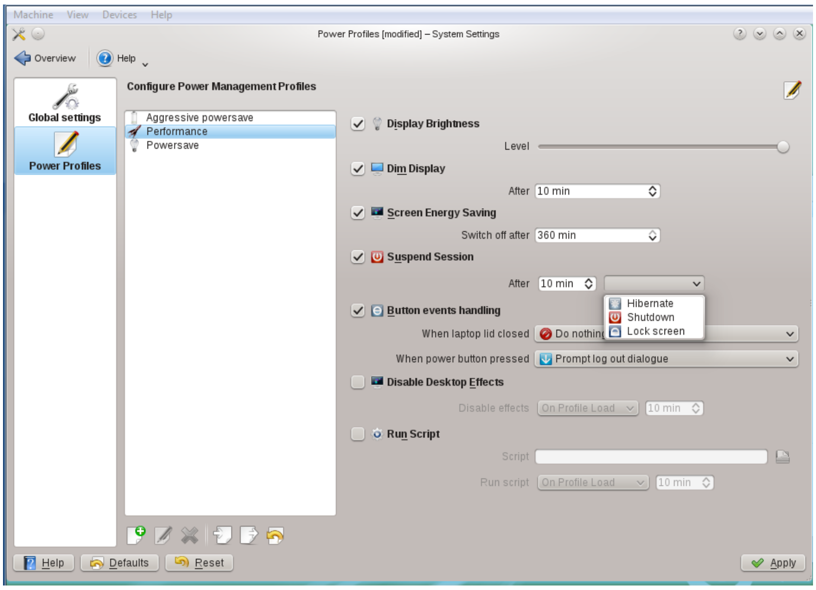


When you have finished check that the list of services displays "Yes" in the Enabled column for sshd.

Power Management

It is recommended that the Linux PC is not set to hibernate or shut down after a certain amount of time otherwise it will be unable to collect data or provide the Vision services.

On a Linux PC running the KDE version, from the Kickoff Application Launcher, select the Applications tab, then System Settings. Select Power Management and within the relevant Power Profile ensure that the Suspend Session option is not set to Hibernate or Shut Down.



Apple Mac Set up

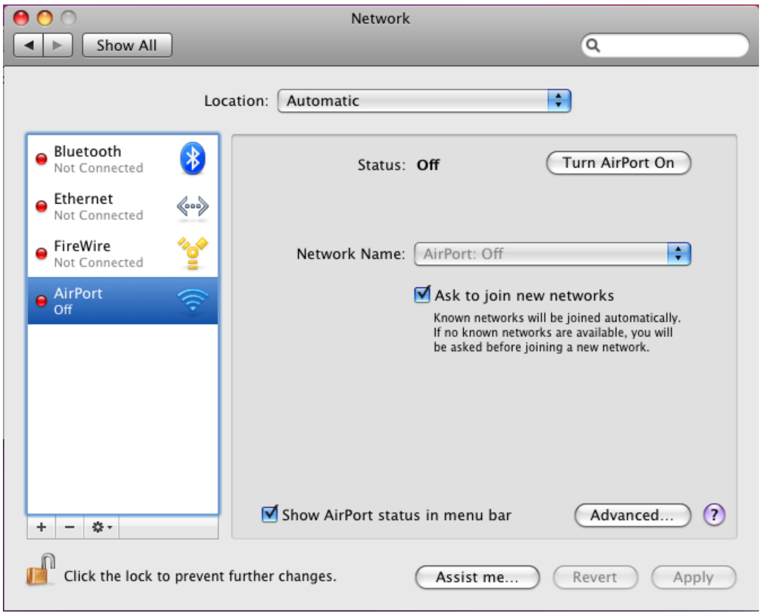
The following facilities need to be set up on the Mac before the Vision software can be installed.

Connection to the maximiser system

It is recommended that the Mac is connected to the **max**imiser system via a cable and not via wireless. Therefore on the Mac you will need to turn off the Airport facility (this is the wireless card in the Mac) which, by default, is active.

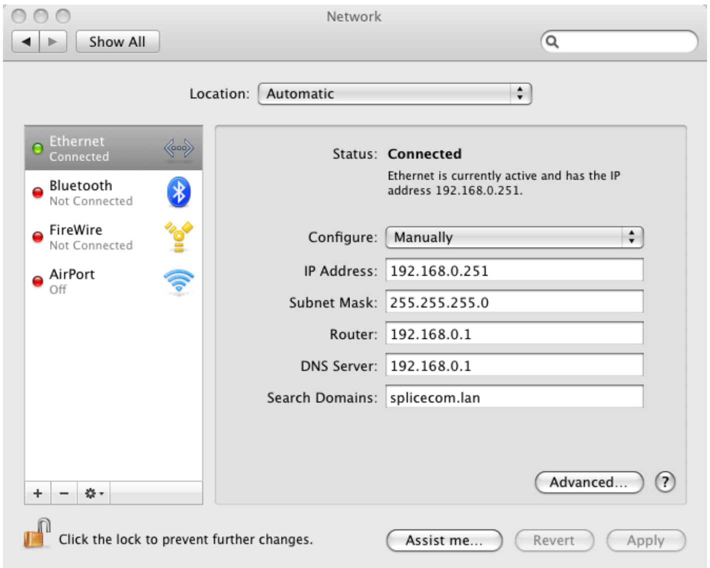
1 Open System Preferences  (either via the Dock or via the Apple menu)

2 From the System Preferences window select the Network icon.
3 Ensure that Airport has been turned off as per the example below.
(If not, select Airport and click on Turn AirPort Off)



You will then need to configure the TCP/IP settings for the Mac.

4 Click on Ethernet
5 Ensure that the IP Address settings are as per the network you are going to be connecting to. It is recommended that the Mac running Vision is using a static IP address.

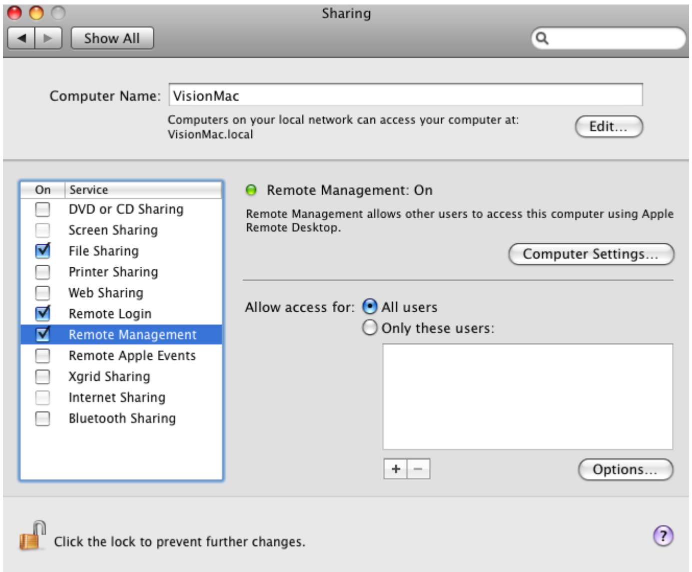


6 Click on the Show All button at the top of the Network window to go back to the System Preferences window.

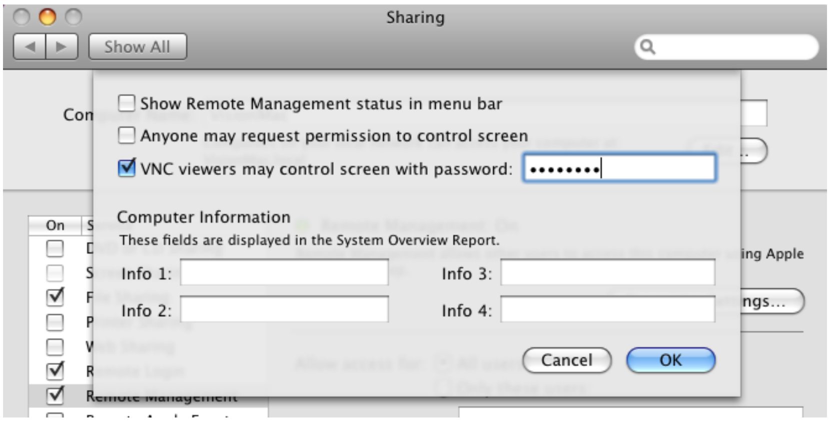
Remote Management

In order to manage the Vision server remotely the following setting should be configured.

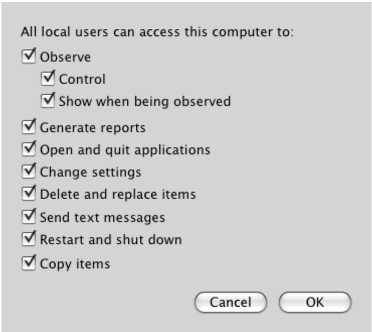
1 From the System Preferences window click on the Sharing icon.
2 Ensure that File Sharing, Remote Login and Remote Management are all enabled as per the diagram below.



3 Select Remote Management
4 Click on the Computer Settings button
5 Enable "VNC viewers may control screen with password"
6 Enter a password for VNC Viewers to use.



7 Select OK when ready
8 Click on the Options button and enable all the options



9 Select OK when ready

10 Click on the Show All button at the top of the Sharing window to go back to the System Preferences window.

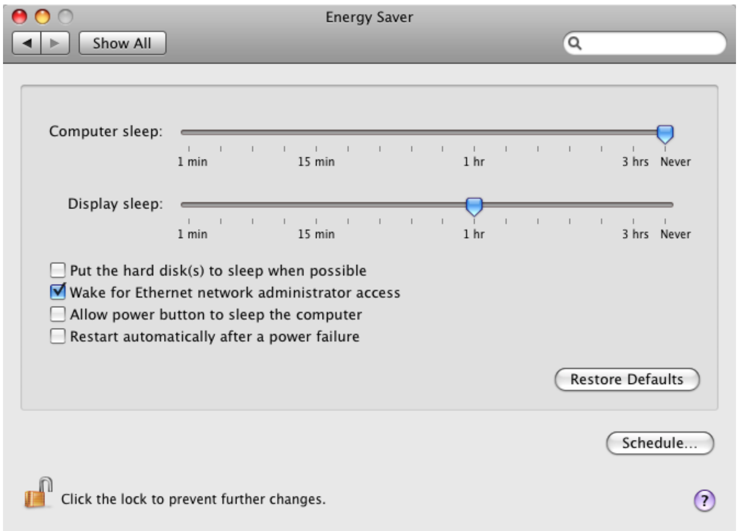
Turn off Energy Saving

To ensure the Vision server is always able to collect data the stand by facility on the Mac should be disabled.

1 From the System Preferences window, click on the Energy Save icon

2 Set Computer sleep: to Never

3 Un-tick Put the hard disk(s) to sleep when possible



Disable automatic log in

It is recommended that you disable the Automatic Login facility so that you have to log on to the Mac after a reboot which makes the Vision server more secure. However this is not essential to the operation of Vision. Please note that it is not necessary for a user account to be logged in on the Mac pc in order for the Vision server to be operational.

1 From the System Preferences window click on Accounts.

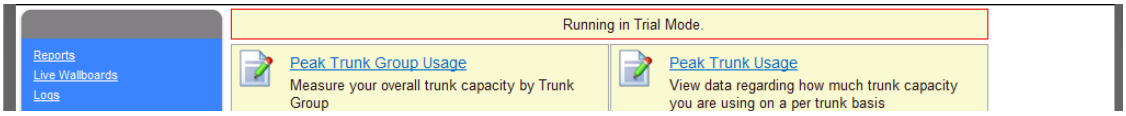
2 Click on the Login Options button at the bottom left hand corner of the window.

3 From the Automatic Login list box select Disabled.

4 Click on the Show All button at the top of the Accounts window to go back to the System Preferences window

Licensing

Before installing Vision it is recommended that you install the Vision licences purchased on to the **max**imiser system. If licences are not installed Vision will run for 30 days as an evaluation version. It will be fully functional but cannot be accessed after the 30 days.



If during this time or after, Vision licenses are entered onto the **max**imiser system then the Vision Server will become a fully licensed version.

The Vision licences available are as follows:

VisionReport — This licence enables the use of the Reports facility which reports on each User of the **max**imiser system. Therefore, a VisionReport licence will be needed for each User configured on the **max**imiser system. The User Status utility will assist with calculating the number of VisionReport licences required as described below.

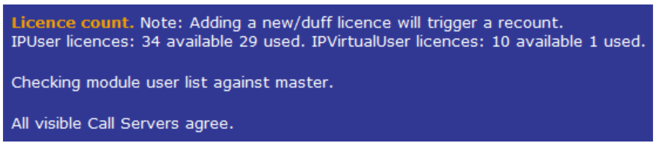
VisionRecording — This licence enables the playback of a recording. You will require one licence for each concurrent recording. All calls are recorded (dependent on the number of Voicemail Port channels available) but a recording can only be listened to if a licence was available at the time of the recording. If more licences are installed this additional number of concurrent recordings can then be listened to.

VisionLive	This licence enables a concurrent view of a wallboard. You can create as many wallboards as you like but wallboards can only be viewed concurrently by the number of licences installed. Two people viewing the same wallboard at the same time count as 2 concurrent viewers.
VisionMobility	This licence enables the use of VisionMobility. You will require a licence for each Mobility user and this licence is assigned to that user.

For information on how to install licences onto a **max**imiser system please refer to the Installation & Reference Manual.

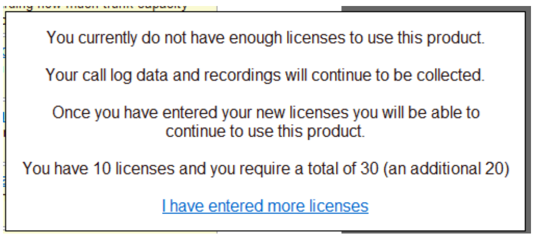
User Status

You can find out how many Users have been configured on the system via Manager. Select Utilities and then User Status. This page will display the number of IPUser and IPVirtualUser licences loaded (available) and the number of Users created (used). The number of VisionReport licences required will be the total number of IPUser and IPVirtualUser licences used.



For further information on the User Status utility please refer to the SpliceCom Installation and Reference manual.

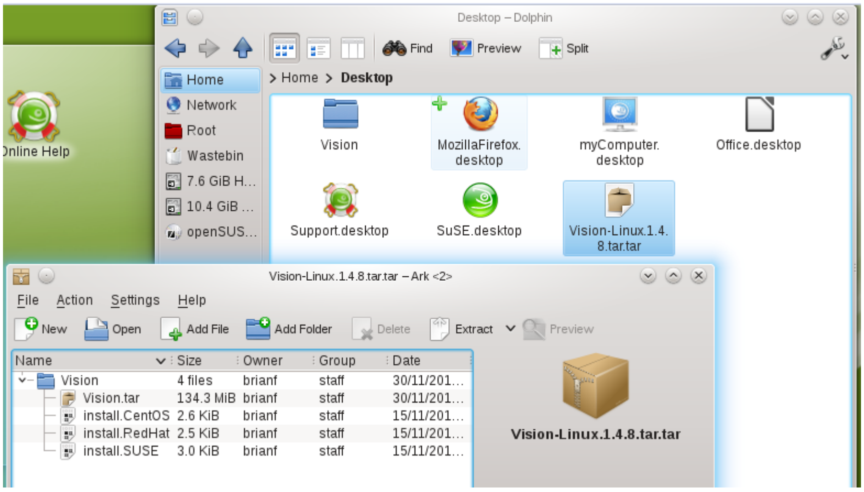
If you have not installed sufficient VisionReport licences the following message will be displayed within the Vision Portal. (Please refer to the Vision Portal section from page 36 for further details on this application.)



Installing Vision

Installing the Vision software on a Linux PC

1. Ensure you are logged on as a User account called "splicecom". For further details please refer to the Log In section from page 3.
2. Ensure that the Linux PC is connected and can communicate with the **max**imiser system. The PC must also have access to the Linux installation CD or a connection to the Internet.
3. The Vision software is supplied as a file called, eg Vision-Linux.1.4.8.tar.gz or Vision-Linux.1.4.8.tar.tar. Open this file and copy the Vision folder into the Desktop folder, for example, on the Linux PC.



4 Open a Terminal session (KDE version – select the Kickoff Application Launcher then Terminal)

5 Change to the directory where the Vision folder is stored by entering **cd** ***/directory path/folder name***, eg cd /home/splicecom/Desktop/Vision (case sensitive)

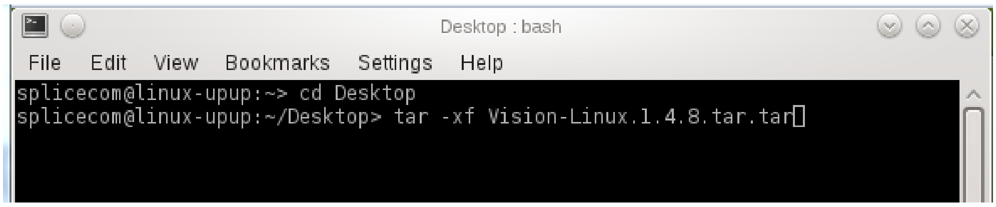
6 Go to step 9

Alternatively,

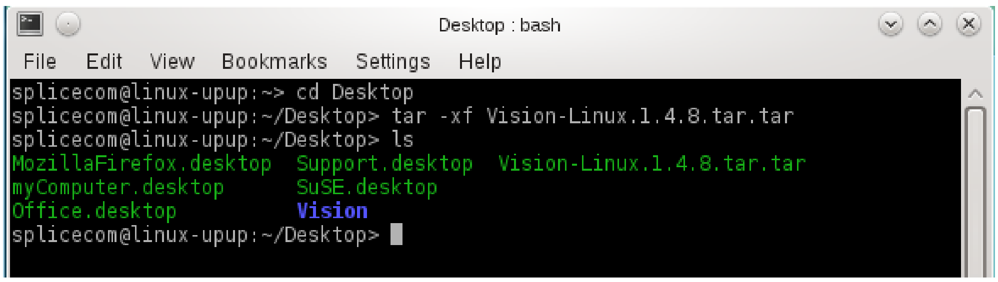
3 Open a Terminal session (KDE version – select the Kickoff Application Launcher then Terminal)

4 Change to the directory where the file is located by entering **cd** ***/directory path/folder name***, eg cd /home/splicecom/Desktop

5 Enter **tar -xf** ***name of file***, eg tar –xf Vision-Linux.1.4.8.tar.tar.



6 This will unzip the file (once you have been returned to the prompt the extraction is complete) and create a folder called Vision. (If you enter **ls** to list all the files in this directory you will see the Vision folder that has been created.)



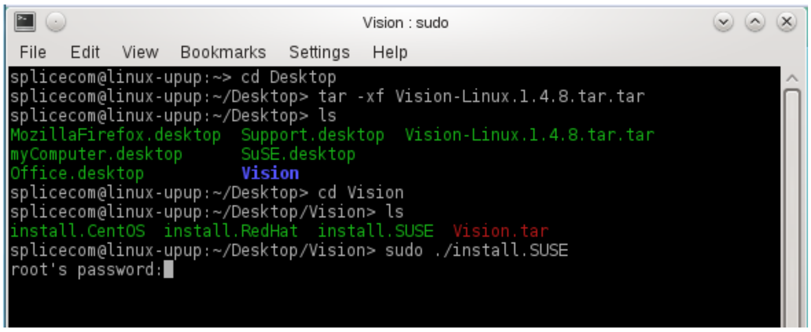
7 Change to this directory by entering **cd Vision** (case sensitive)

8 Go to step 9

9 Enter **sudo ./install.SUSE**
(use this command if you have the Linux install CD available
or

Enter **sudo ./install.SUSE –net**
(use this command if you do not have a Linux install CD available but the Linux PC will need an internet connection)

10 When prompted for the root's password enter the password for the root user on your Linux PC



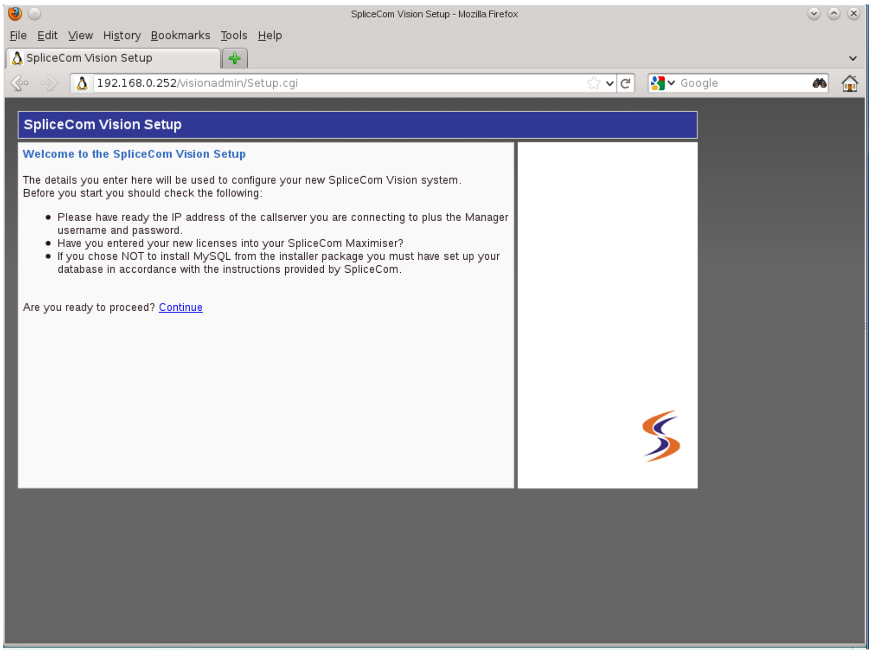
11 The install will start. Wait for the prompt to return to indicate that this stage of the installation is complete.

12 Via your browser open the set up screen by entering:

The IP address of the Linux PC/visionadmin/Setup.cgi

eg 192.168.0.252/visionadmin/Setup.cgi

13 The Vision set up screen will be displayed.



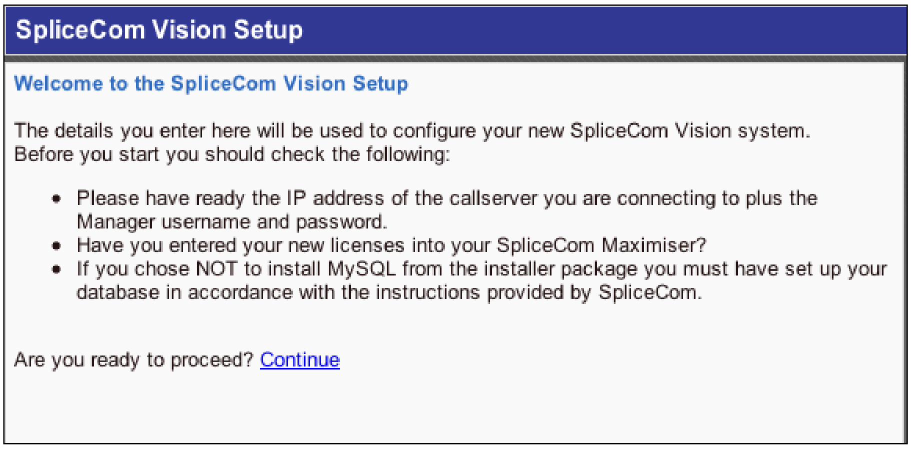
14 Go to the Running the Vision Setup section from page 14 to continue the Vision installation.

Installing the Vision software on an Apple Mac PC

The Vision software is supplied as a file called, eg, Vision.1.2.8.mpkg. This can be downloaded from the SpliceCom website in a zipped format and will require unzipping on to the Mac's desktop. Once the software file is available on the Mac the installation can start as follows.

1 Ensure that the Mac is connected and can communicate with the **max**imiser system.

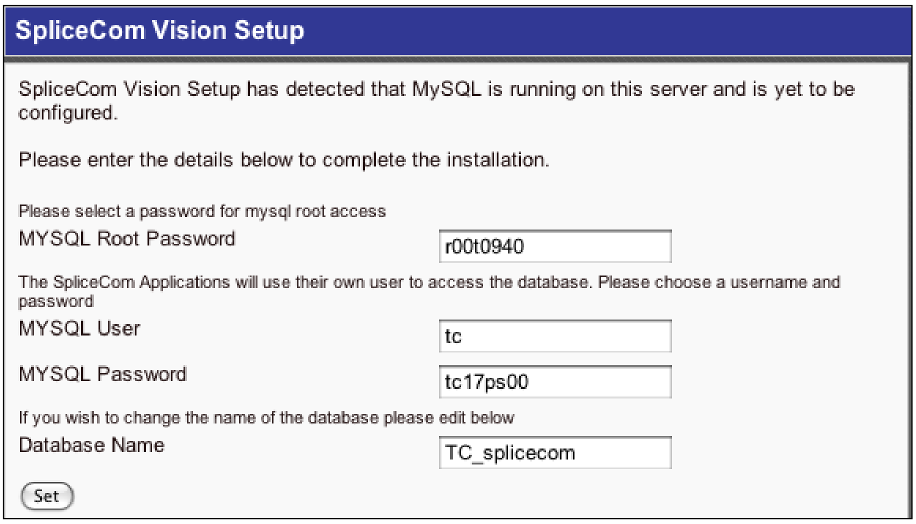
2 Double click on the software file
3 At the Introduction screen select Continue
4 At the Destination Select screen change the destination if required, otherwise select Continue. (Please note that the Vision must be installed on the system drive.)
5 At the Custom Install screen select Continue
6 At the Standard Install screen select Install
7 You will be prompted for a password. This is the password of the User on the Mac that you are currently logged in as.
8 The setup process will install all the files needed for Vision
9 Once the installation is complete the SpliceCom Vision Setup page will be displayed.



10 Go to the Running the Vision Setup section below to continue the Vision installation.

Running the Vision Setup

1 At the "Welcome to the SpliceCom Vision Setup" screen select Continue
2 The MySQL setup screen will be displayed. A random user name and password are provided. It is recommended that these are not changed.
3 Make a note of the MySQL User and Password details. These will be required when performing a factory default of the Vision server. (Please refer to the Factory Default section from 128 for further details.)

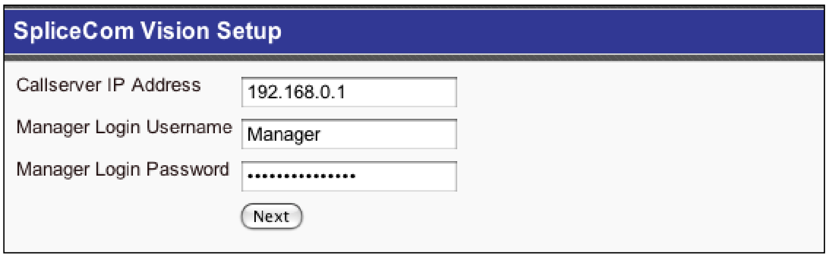


4 Select Set when ready.

5 After the database structure has been created the LDAP settings page is displayed. These settings will allow the Vision server access to the database on the **max**imiser system.

6 In the Callserver IP Address field enter the IP address of a Call Server. If there is only one Call Server on the system enter the IP address for this call server. On a multiple call server site it is recommended that you enter the address of the local call server.

7 In the Manager Login fields enter the name and password of an administrator on the **max**imiser system that has full administrator rights.



8 Select Next when ready

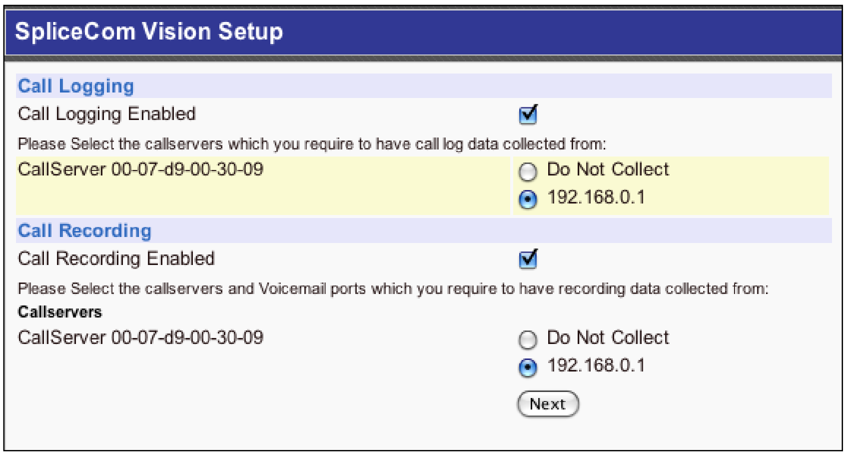
9 The next screen will display all the Call Servers found on the system.

10 Tick Call Logging Enabled if the Vision server is to collect call data

11 Enable call logging on the Call Servers required by selecting the IP address field

12 Tick Call Recording Enabled if the Vision server is to collect call recordings

13 Enable call recording on the Call Servers required by select the IP address field



14 Select Next when ready

15 The next screen will enable you to configure the settings for the reports facility. Firstly the details of the email server to be used when scheduling reports can be entered if relevant. This will also be the email account that will be used when forwarding a recording to email.

16 In the Email Server field enter the IP address of the email server that will be hosting this facility.

17 In the Email Address field enter the email account that will be receiving and sending out the reports. This account must be a relay account it so it can send emails to any account on your email server.

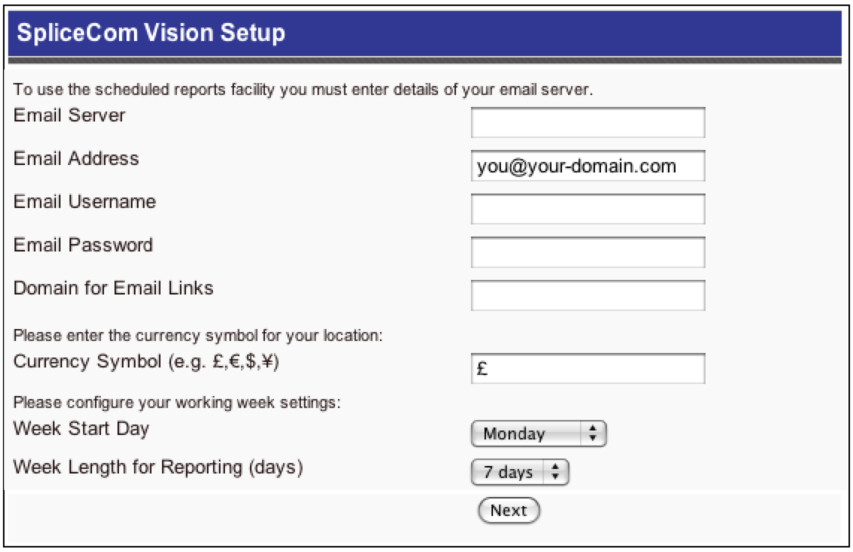
18 In the Email Username and Password fields enter the log in details for the email server if authentication is required

19 In the Domain for Email Links field enter the domain name or IP address of the domain. This will enable the links within the email being sent, and therefore enable the drill down links within the report sent.

20 In the Currency Symbol field enter the currency symbol you wish to be displayed in the Reports. By default this is set to £.

21 From the Week Start Day list box select the first day of the working week. By default, this is set to Monday.

22 From the Week Length For Reporting list box select the number of days to be used when selecting This Week in a report. By default this is set to 7 days.



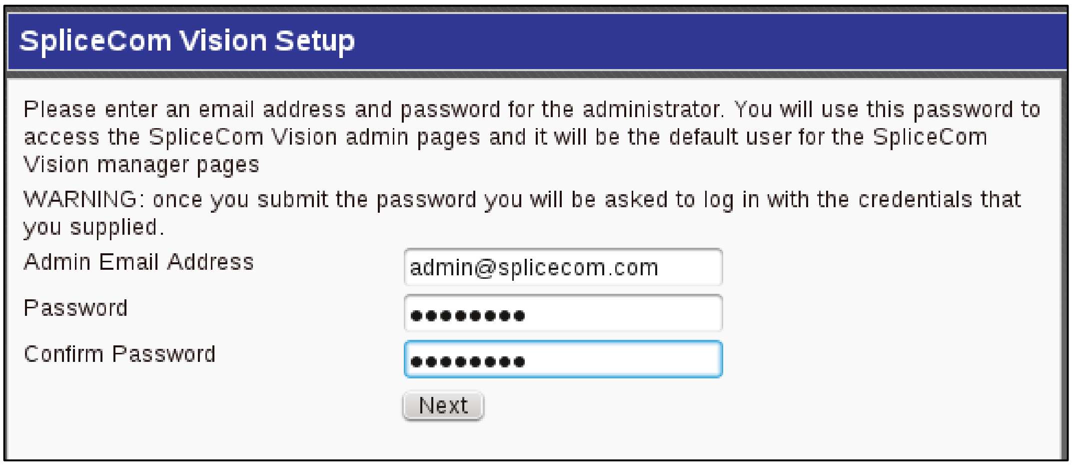
Please note that changing the Week Start Day and Week Length fields does not stop calls being logged for the remaining days of the week.

23 Select Next when ready

24 The following screen is used to set up administrator access to Vision either locally or remotely. This will be the only Administrator that will be able to access the Vision Admin Portal and initially will be the only administrator with access to the Vision Portal.

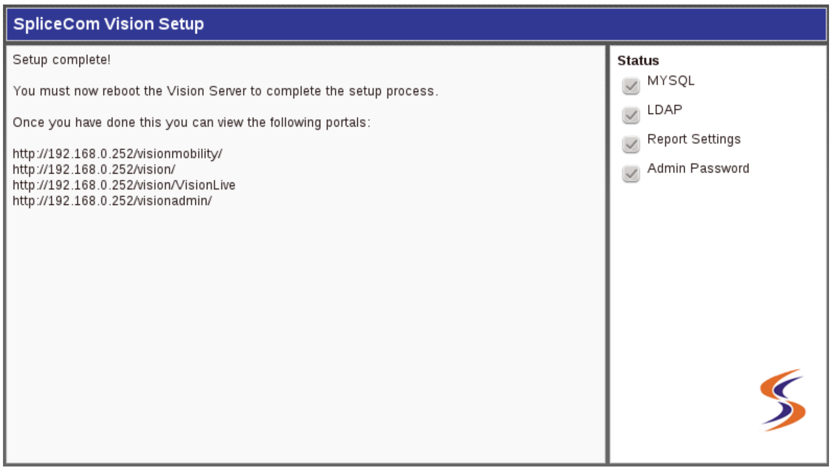
25 In the Admin Email Address field enter the email address of the user to have administrator access to Vision. (This address will also be automatically entered in a scheduled report as the default email address and will be the email address that warnings will be sent to.)

26 In the Password and Confirm Password field enter the password that will be used by the above administrator to access Vision.



Please ensure that you have entered these details correctly and make a note of them as you will be required to enter them in the next screen and you will not be able to go back.

27 Select Next when you are ready.
28 At the "Password Required" screen enter the administrator login details created in the previous screen.
29 Select Login when ready
30 The Setup Complete screen will be displayed together with the URLs to the Vision portals.

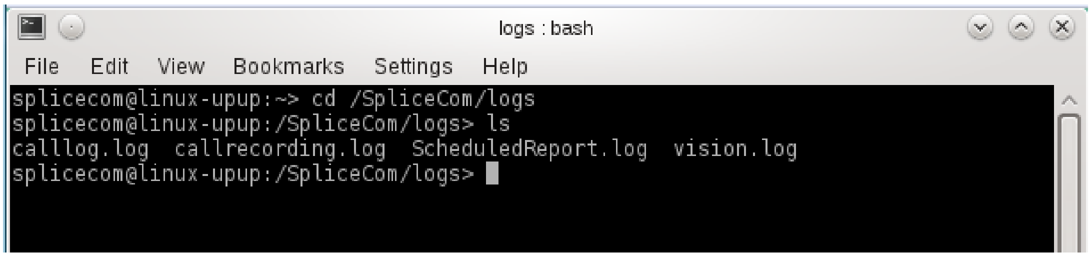


31 Close your browser and reboot either the Mac (from the Apple menu select Restart) or Linux PC (select the Kickoff Application Launcher, select the Leave tab and then select Restart)
32 Note in Manager that the Vision install has created a new Administrator called Vision that has full access rights to the system database, and the Vision server is listed as within the Modules section.

Please note that if you do not wish to reboot the Linux PC after the install and set up of Vision you can enable the required services as follows:

1 From the Kick Off Application Launcher (KDE version),select the Computer tab
2 Select YaST
3 Select System and then open System Services
4 Select calllogging from the list. (Note that the Yes is displayed with an asterisk (*) which indicates that this service with start on the next reboot.)
5 Select the Enable button and the asterisk will be removed
6 Repeat steps 4 and 5 for the callrecording and visiond services
7 Select OK when you are ready.

You can check that these services are running correctly by opening a Terminal session (KDE version – select the Kickoff Application Launcher then Terminal) and enter **cd /SpliceCom/logs** and then enter **ls** or **ls –l** and the log files will be listed.


logs : bash
File Edit View Bookmarks Settings Help
splicecom@linux-upup:~> cd /SpliceCom/logs
splicecom@linux-upup:/SpliceCom/logs> ls
calllog.log callrecording.log ScheduledReport.log vision.log
splicecom@linux-upup:/SpliceCom/logs>

Vision Admin Portal

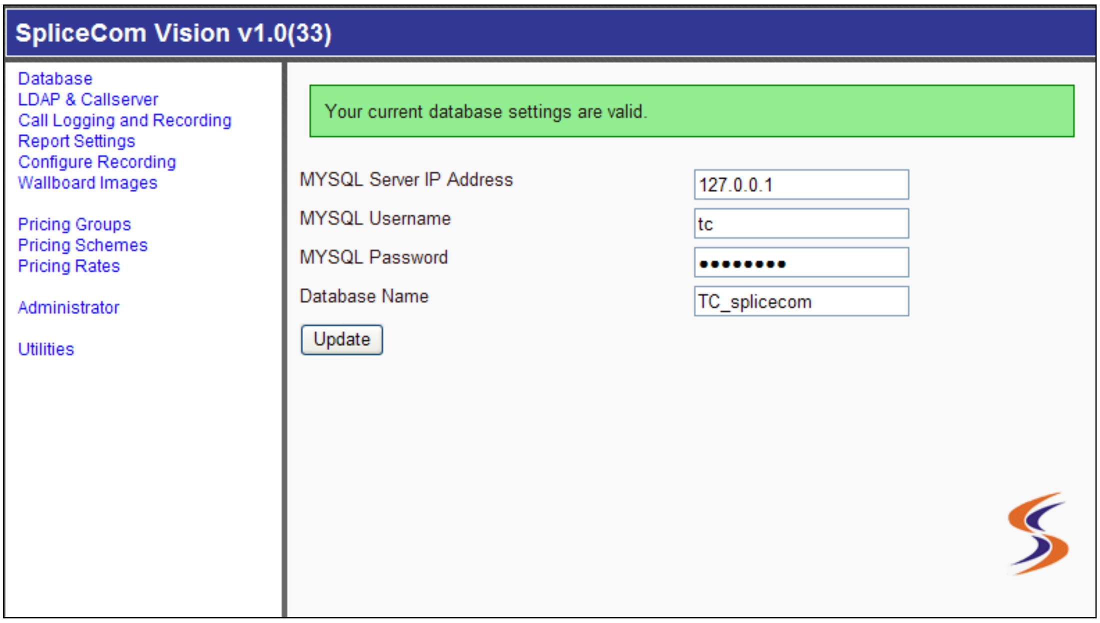
The Vision Admin Portal is used to view and amend the configuration set up during installation, configure call recording, upload pictures for use with wallboards, change the Administrator password, perform a back up of the database and, if necessary, default the database.

The Vision Admin Portal can be accessed on the Vision Server via the following link:

http://localhost/visionadmin/

or via a network PC via the following link:

http://ip address of vision server/visionadmin   eg http://192.168.0.251/visionadmin

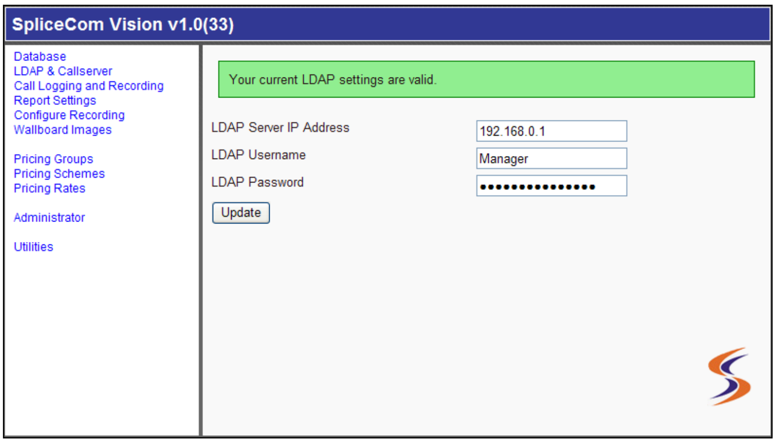


Database

As show in the diagram above the Database page of the Vision Admin Portal allows you to change the User name and password to the MySQL database. Select Update if changes have been made.

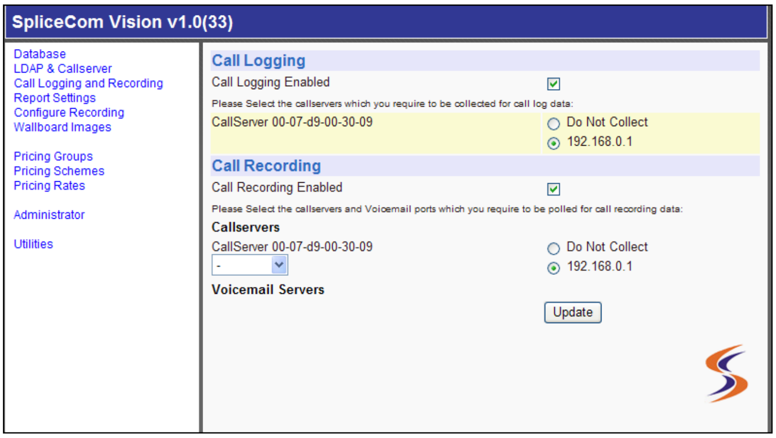
LDAP & Call Server

This page of the Vision Admin Portal allows you to change the IP address and administrator log in details that enable the Vision server to access the database on the **max**imiser system. Select Update if changes have been made.

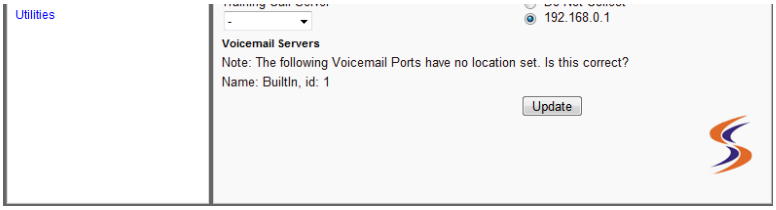


Call Logging and Recording

This section of the Vision Admin Portal allows you to amend the call logging and call recording settings configured during the installation. Select Update if changes have been made.



Please note that if the message "The following Voicemail Ports have no location set. Is this correct?" is displayed return to the Call Server set up section from page 2 and configure the relevant Voicemail Ports, if required.



Call Recording Time Plans

Time Plans can also be assigned to each Call Server enabled for call recording. This means that Vision will only grab call recordings from the Call Server during the time specified by the Time Plan. This is useful on a multiple call server site, for example, where you do want the links between all the sites taken up with downloading recordings. The recordings can be downloaded out of office hours.

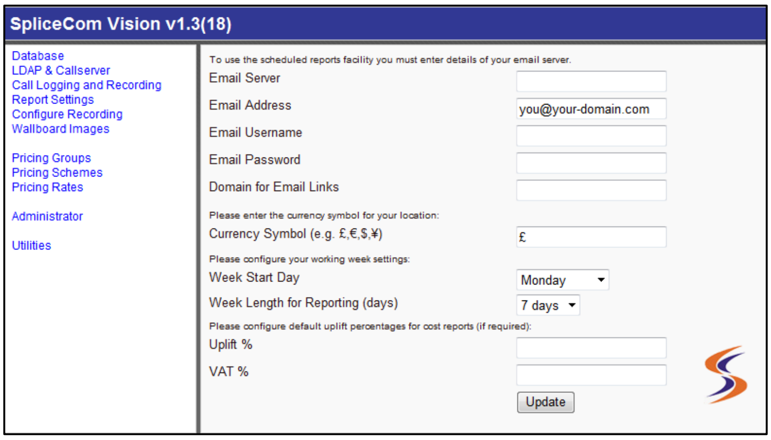
1 Create your Time Plan on the **max**imiser system via Manager

2 From the list box under the relevant Call Server select this Time Plan
3 Select Update when ready

.

Report Settings

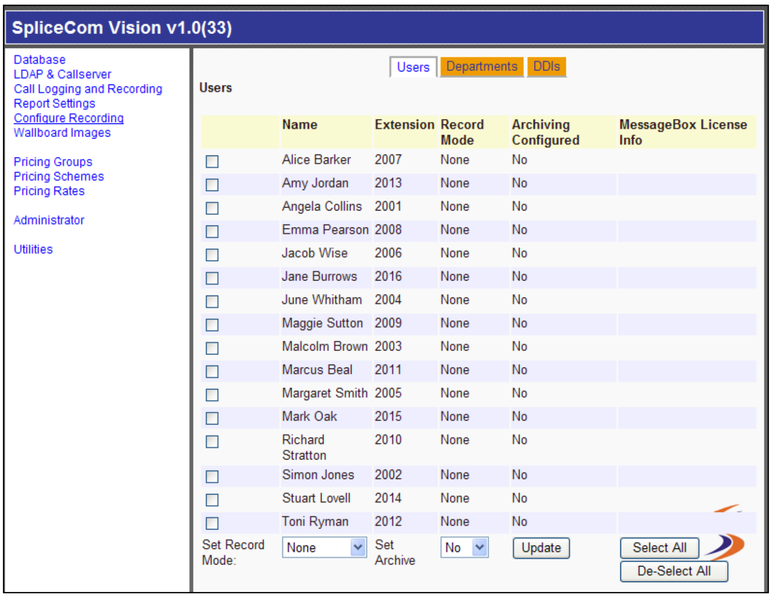
This page within the Vision Admin Portal allows you to amend the Report settings configured during the installation. Select Update if changes have been made (this will update the database)



If a value is entered in the default Uplift % and/or VAT % fields these fields will become available when creating a Cost Analysis report, and can be amended for each report if required.

Configure Recording

This page within the Vision Admin Portal will enable you to configure call recording for the Users, Departments and DDIs on the system. Please refer to the Call Recording section from page 29 for further information.

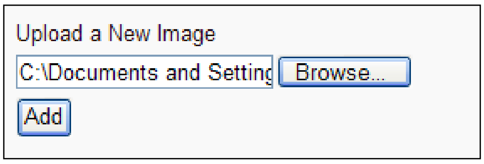


Wallboard Images

This section of the Vision Admin Portal enables you to upload images on to the Vision server that can be used with a Status Panel within a wallboard, eg an office seating plan. Please refer to Live Wallboard section from page 113 for details on how these images are used. The number of images that can be uploaded is only limited by the disk space available on the Vision server. All standard graphic formats, eg bmp, jpeg, png etc, are supported.

An image can be uploaded as follows:

1 Click the Wallboard Images link
2 Click on Browse or Choose File
3 Select the file you wish to upload



4 Click the Add button and the image will be uploaded to the Vision server and displayed on this page.

Call Pricing

Pricing Groups

We use a pricing group to group together a number of trunks that require billing to be handled in a common manner. For example we may have a group of trunks which use a particular carrier to route their calls.

A pricing group has a name to identify it and a Pricing Scheme assigned to it that dictates the call prices (Pricing Schemes are the number matches and the costs associated – more details in the Pricing Scheme section below).

In the Trunk Members section you can add trunks to the Pricing Group. Any calls made on this trunk will now be priced according to the Pricing Scheme assigned to the group. A Pricing Group that has a Trunk Member named Default dictates that any trunk that isn't assigned to any other specific Pricing Group will be treated as if it is a member of this Pricing Group.

When adding a Trunk Member you can assign an international prefix to it and a full prefix (international+STD). This allows you to bill local/international calls in more sophisticated manner (if required) i.e. when a call is made to a number (e.g. 287700) it is checked against the number matches (part of the pricing scheme - more details in the Pricing Scheme section below) if there are no corresponding number matches the international prefix is appended and the number is searched again. So if the international prefix is 0044 we search for 0044287700. If this doesn't match a number the full prefix is added to the original number and we search again. eg if the full prefix on the trunk is 00441923 we search for 00441923287700 in the number match. There is no requirement to use the prefixes but it can help make your pricing more robust.

The final section in the Pricing Group is the Scheme Digit Match Override - what this allows you to do is to price calls according to a different Pricing Scheme if they match a particular digit prefix.

Pricing Schemes

A Pricing Scheme is a set of number matches and pricing rates used to assign prices to calls. In the Pricing Scheme you can Import and Export Details (more information in the Importing and Exporting Pricing Schemes section below). This is also the section where you assign the number matches for pricing scheme. For every number match you create you assign a Pricing Rate that you have created (more details in Pricing Rates section below). This allows you to have multiple number matches with the same rate e.g. UK national calls starting 01 and 02 do not need a separate rate.

Pricing Rates

A Pricing Rate specifies how a call is charged. For a particular Pricing Rate you can specify a connect charge, a minimum charge and up to three different rates. You can then assign the different rates to be applied to calls made during different time bands (one hour increments) to achieve on/off peak charging. You may also assign different rates for use on weekdays, Saturdays and Sundays.

Example

As an example we might want to create a new set of pricing rules.

1. Under Pricing Schemes add a new pricing scheme named My Pricing Scheme
2. Under Pricing Group add a new Pricing Group named My Pricing Group and assign the Pricing Scheme you created in step 1.
3. Under Pricing Group select the My Pricing Group group you created in step 2. Add a trunk from your configuration to this group - every call made on that trunk will now be billed according to the rules we set up in My Pricing Scheme.

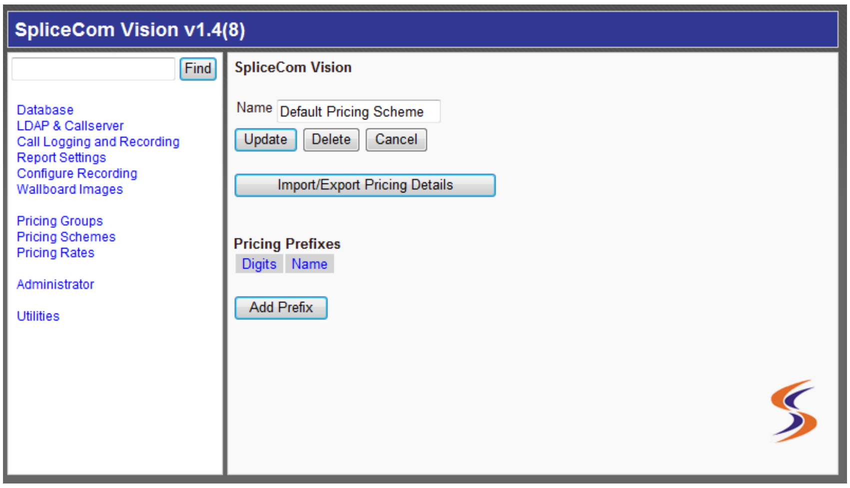
At this point we could go in to the Pricing Scheme and import a pricing scheme (see Importing and Exporting Pricing Schemes section below). In this example we will manually create the pricing rate and number matches.

4. Under Pricing Rates select My Pricing Scheme from the drop down list of schemes and add a new rate named USA.
5. Under Pricing Rates select My Pricing Scheme from the drop down list of schemes and select the rate named USA which you created in step 4. Assign cost details and time bands as you wish.
6. Under Pricing Schemes select My Pricing Scheme. Add a prefix of 001 and assign it the Pricing Rate of USA you created in step 4.

Now all calls starting with 001 you make on the trunk you chose in step 3 will be priced according to the rates you set up in step 6.

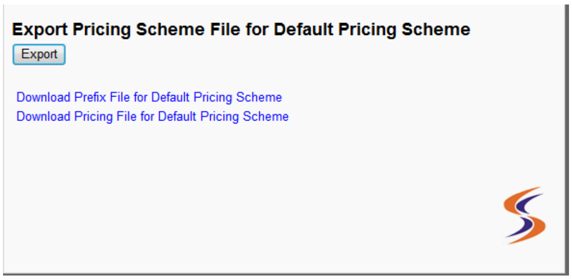
Importing and Exporting Pricing Schemes

To allow the editing of pricing to be performed using a spread sheet application Vision includes a facility to import and export from CSV. The import/export section can be viewed by clicking on Pricing Schemes, selecting the scheme you wish to use and then clicking on the Import/Export Pricing Details button.



File Format

To get an idea of the file format it is useful to create a new scheme as outlined above and export the details. You will have two files to download (links appear once you have clicked Export). One file will contain the Pricing Rates for the call named <your_pricing_scheme_name>_price.csv and a second file named <your_pricing_scheme_name>_prefix.csv which contains the prefix information.



The CSV file format for the price file is as follows:

<Price Rate Name>,<N/A>,<connect charge>,<minimum charge>,<N/A>,<N/A>,<N/A>,<day rate>,<saturday rate>,<sunday rate>,<rate1>,<rate2>,<rate3>,<N/A>,<N/A>,<N/A>,<N/A>,<N/A>

Where <N/A> fields are not applicable and reserved for future use.

In the case of <day rate>,<saturday rate> and <sunday rate> the field is a 24 digit string which describes which rate to use in an hour period, eg. to use rate1 from midnight to7am, rate2 from 7am until 7pm and rate3 from 7pm until midnight the string would be:111111222222222222233333

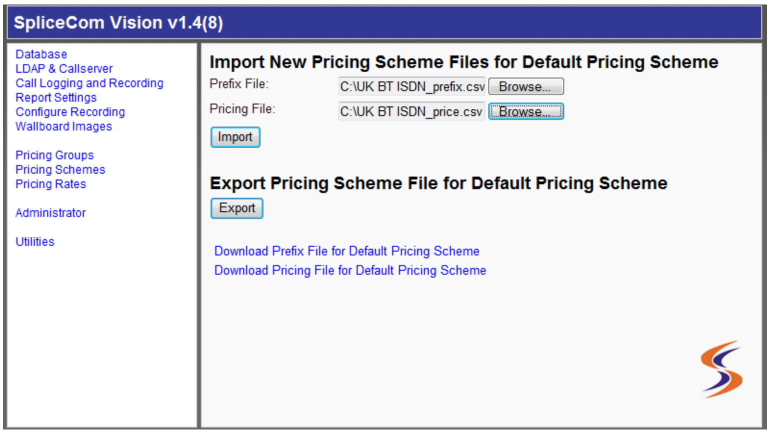
The CSV file format for the prefix file is as follows:

<Price Rate Name>,<digit match>,<N/A>

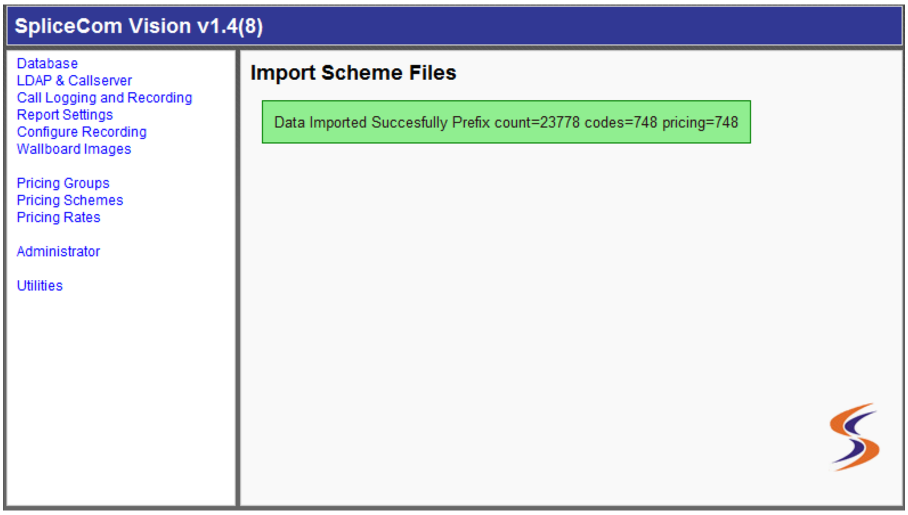
The Price Rate Name MUST MATCH a Price Rate Name that appears in the price file. This is how a number match is attached to a price rate. If there is no corresponding price rate in the price file you will get errors displayed when you try to import the files and your calls may not be priced correctly.

Upload the files

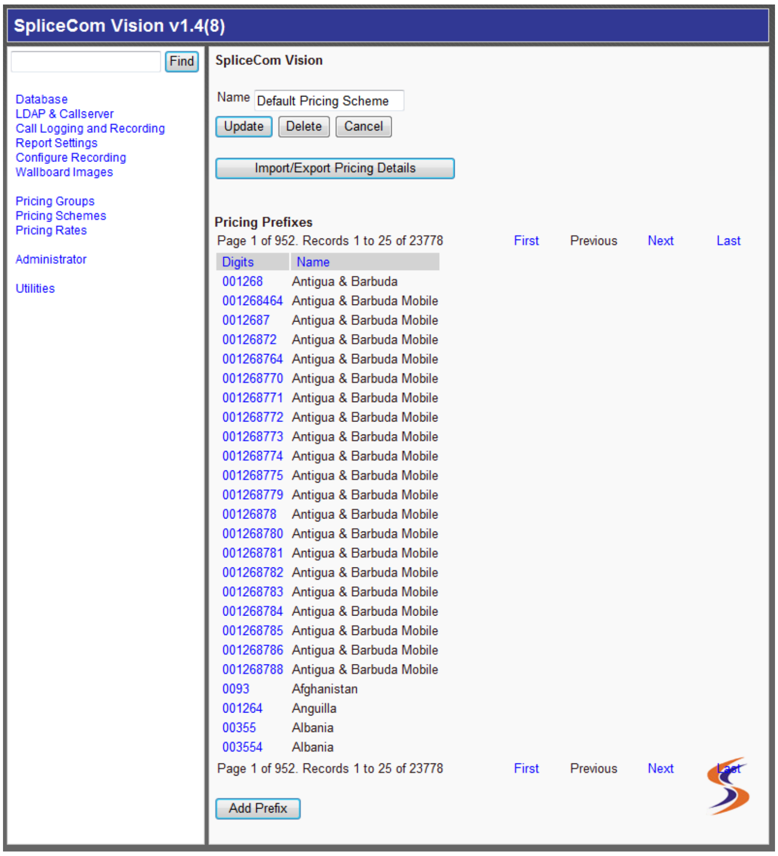
Once you have edited your files or obtained the files from your provider you can upload them both in the import section. Note that you must provide BOTH a prefix file and a pricing file for an import to be attempted.



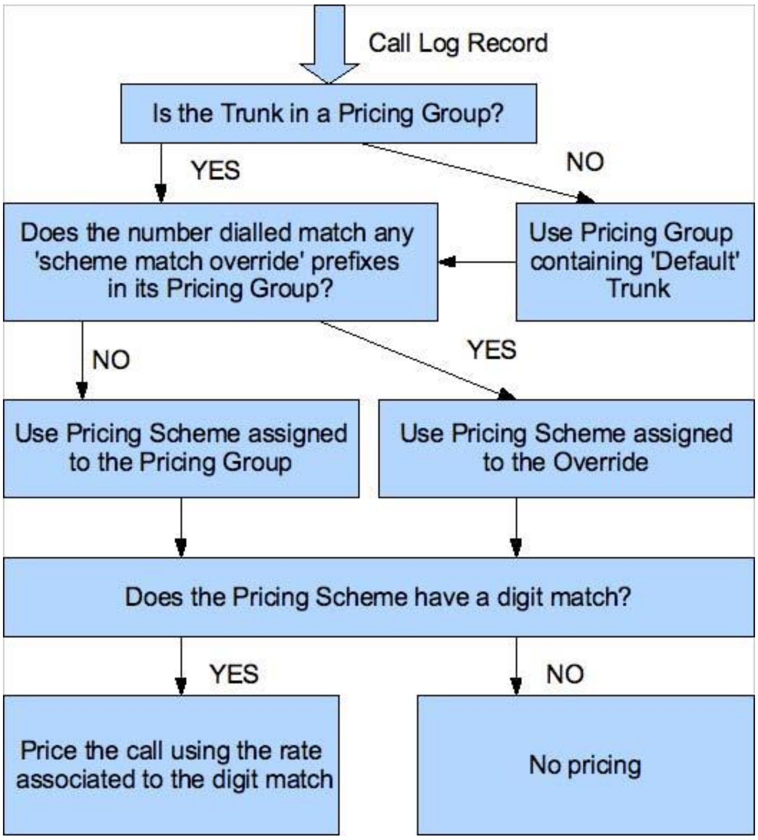
Click import. If there are any errors you will be alerted at this stage.



You can then view the data imported within the relevant pricing scheme.

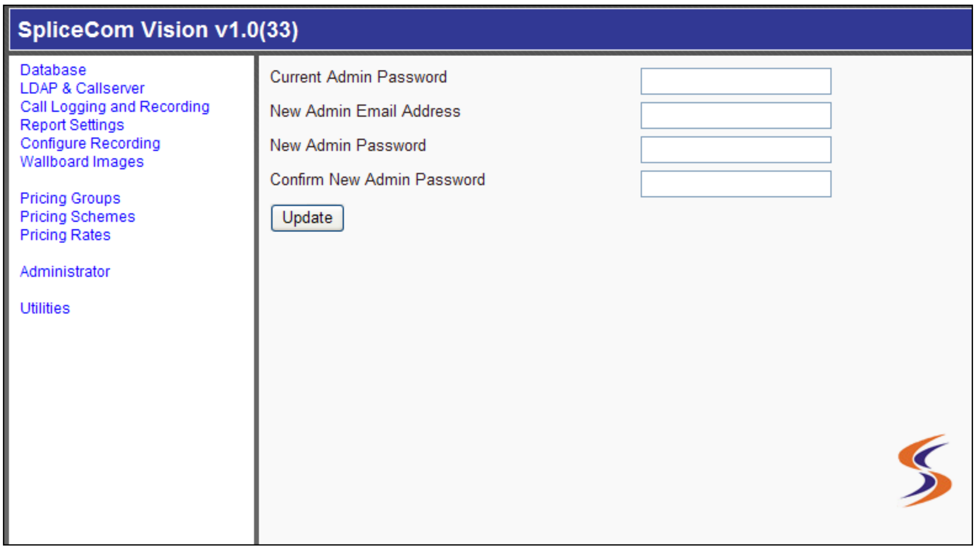


Appendix A - Call billing diagram



Administrator

The Administrator section of the Vision Admin Portal allows you to change the email address and password for the Administrator that was created during installation. This is the only Administrator that can access the Vision Admin Portal.



Utilities

The Utilities section of the Vision Admin Portal enables you create a back up of the Vision database and to perform a factory default of the database. Please refer to the Maintenance section from page 127 for further details.

Call Recording

Licensing

In order to record calls and access these recordings via Vision the required number of VisionRecording licences must be installed. You will require one licence for each concurrent recording. All calls are recorded but a recording can only be listened to if a licence was available at the time of the recording. If more licences are installed this additional number of concurrent recordings can then be listened to. Please note that recordings are deleted after 45 days if not licensed.

If you wish to store recordings on an external drive please refer to the “Mounting Drives for Vision Record” document available on the SpliceCom website.

Recording Incoming Calls

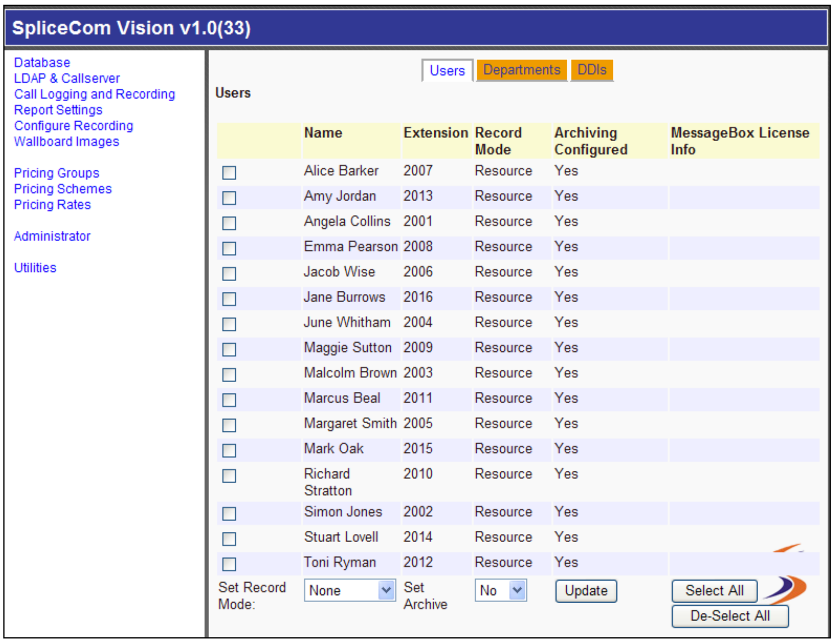
Incoming calls to a User, Department or via a specific DDI can be recorded and stored on the Vision server. Each User and Department must have a MessageBox licence previously configured. Incoming external and internal calls will be recorded. Each 1 minute of recording take 0.5 MB of disk space.

Recording calls to a User

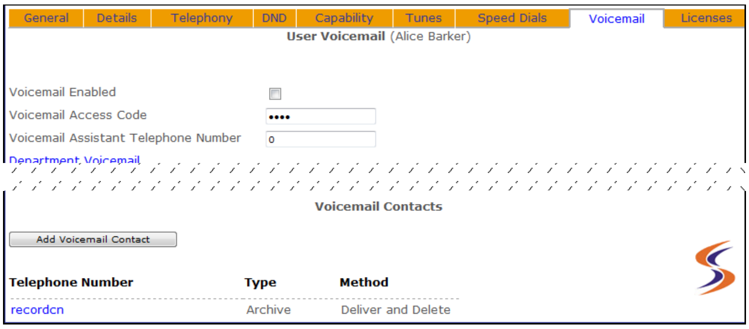
The relevant User’s configuration on the system database should be configured to enable call recording. This can either be done via Manager or via the Vision Admin portal as follows.

1 Open the Vision Admin portal
2 Select Configure Recording
3 A list of all the Users on the system will be displayed
4 Select the tick box(s) for all the Users for whom calls are to be recorded
or
Click on the Select All button
5 From the Set Record Mode list box select the mode required
- None – automatic call recording will not take place
- Resource – a call will be recorded provided the relevant voicemail resource is available, the call will still take place
- Mandatory – a call must be recorded and will not take place if the relevant voicemail resource is not available
- Random – a random number of calls are recorded
- Disable – all call recording is prohibited
- Trunk – all external incoming calls will be automatically recorded. The User will be unable to turn off recording via their handset. The User can activate the recording of incoming internal calls by selecting the relevant Record button/icon on their handset.

6 From the Set Archive list select Yes. (This will create a Voicemail Contact in the User’s configuration which will deliver the recording to the Vision server and delete it from the voicemail server.)
7 Select Update when ready
8 The new settings will be displayed in the Record Mode and Archiving Configured columns



For each User configured in this manner the Record Mode field in their configuration form will now be set to the option selected and a Voicemail Contact similar to the following example will be entered.



Calls to this User will now be recorded. For details on how to access these recordings please refer to the Call Logs section from page 43.

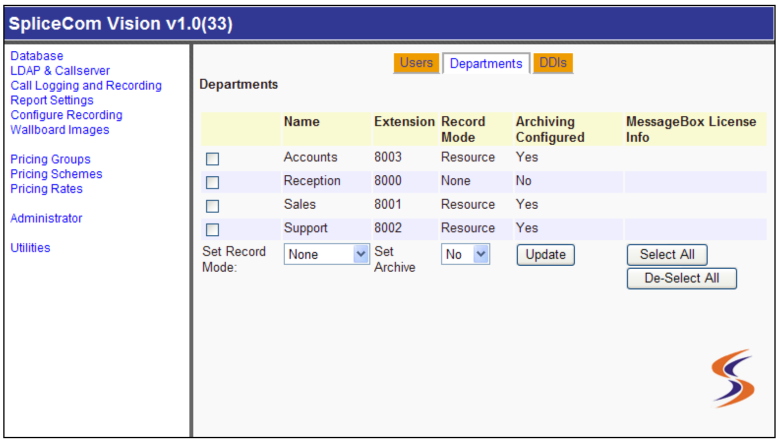
Recording calls to a Department

The relevant Department's configuration on the system database should be configured to enable call recording. This can either be done via Manager or via the Vision Admin portal as follows.

1 Open the Vision Admin portal
2 Select Configure Recording
3 Select the Departments tab at the top
4 A list of all the Departments on the system database will be displayed
5 Select the tick box(s) for all the Departments required
or
Click on the Select All button
6 From the Set Record Mode list box select the mode required
  a. None – automatic call recording will not take place
  b. Resource – a call will be recorded provided the relevant voicemail resource is available, the call will still take place

c. Mandatory – a call must be recorded and will not take place if the relevant voicemail resource is not available
d. Random – a random number of calls are recorded
e. Disable – all call recording is prohibited

7 From the Set Archive list select Yes. (This will create a Voicemail Contact in the Department's configuration which will deliver the recording to the Vision server and delete it from the voicemail server.)
8 Select Update when ready
9 The new settings will be displayed in the Record Mode and Archiving Configured columns



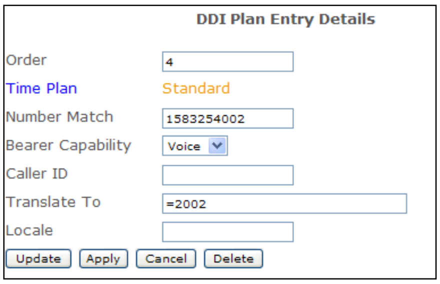
For each Department configured in this manner the Record Mode field in their configuration form will now be set to the option selected and a Voicemail Contact similar to the following example will be entered.

Calls to this Department will now be recorded. For details on how to access these recordings please refer to the Call Logs section from page 43.

Recording incoming calls to a DDI number

A specific DDI Plan entry can be configured so that all calls to this DDI number will be automatically recorded. A department called InboundRecordings must be created and configured for call recording. This facility can be configured as follows:

1 In Manager open the relevant DDI Plan entry
2 In the Translate To field add an equal sign before the entry in this field



3 Select Update or Apply when ready

Alternatively, if you wish to set up call recording on all DDI Plan entries within a particular DDI Plan this can be done via the Vision Admin portal

1 Open the Vision Admin portal
2 Select Configure Recording
3 Select the DDIs tab at the top
4 From the DDI Plan list box select the DDI Plan required
5 Click on the Add Prefix button
6 An equal sign will be added to the Translate To field of all the DDI Plan entries in the selected DDI Plan.

The next step is to create a Department called InboundRecordings which should be configured to record calls as follows.

1 In Manager create a new Department
2 In the Name field enter InboundRecordings
3 In the Telephone Number field enter an unique extension number, eg 8009
4 Select Apply when ready.
5 Select the Voicemail tab
6 Select the Licences tab
7 Tick the Message Box Licence field
8 Select Update or Apply when ready.
9 This Department must be configured to record calls. This can either be done via Manager or via the Vision Admin portal as follows.
10 Open the Vision Admin portal
11 Select Configure Recording
12 Select the Departments tab at the top
13 A list of all the Departments on the system database will be displayed
14 Select the tick box beside InboundRecordings
15 From the Set Record Mode list box select the mode required
   a. None – automatic call recording will not take place
   b. Resource – a call will be recorded provided the relevant voicemail resource is available, the call will still take place
   c. Mandatory – a call must be recorded and will not take place if the relevant voicemail resource is not available
   d. Random – a random number of calls are recorded
   e. Disable – all call recording is prohibited
16 From the Set Archive list select Yes. (This will create a Voicemail Contact in the Department's configuration which will deliver the recording to the Vision server and delete it from the voicemail server.)

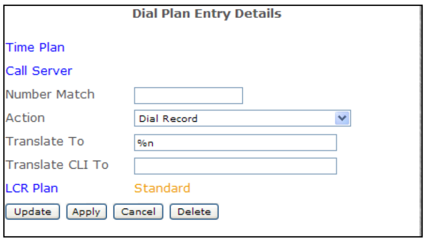
17 Select Update when ready
18 The new settings will be displayed in the Record Mode and Archiving Configured columns, and will update the Departments configuration on the system database.

Calls to the DDI Plan entries configured will now be recorded. For details on how to access these recordings please refer to the Call Logs section from page 43.

Recording Outgoing Calls

All calls on a specific Dial Plan entry (internal or external calls) or LCR Plan entry (external calls only) can be automatically recorded. A Department called OutboundRecordings must be created and configured for call recording. Each 1 minute of recording take 0.5 MB of disk space. This facility can be configured as follows:

1 In Manager open the relevant Dial Plan entry or LCR Plan entry
2 From the Action list box select DialRecord



3 Select Update or Apply when ready.

The next step is to create a Department called OutboundRecordings which should be configured to record calls as follows.

1 In Manager create a new Department
2 In the Name field enter OutboundRecordings
3 In the Telephone Number field enter an unique extension number, eg 8008
4 Select Apply when ready.
5 Select the Voicemail tab
6 Select the Licences tab
7 Tick the Message Box Licence field
8 Select Update or Apply when ready.
9 This Department must be configured to record calls. This can either be done via Manager or via the Vision Admin portal as follows.
10 Open the Vision Admin portal
11 Select Configure Recording
12 Select the Departments tab at the top
13 A list of all the Departments on the system database will be displayed
14 Select the tick box beside OutboundRecordings
15 From the Set Record Mode list box select the mode required
    a. None – automatic call recording will not take place
    b. Resource – a call will be recorded provided the relevant voicemail resource is available, the call will still take place
    c. Mandatory – a call must be recorded and will not take place if the relevant voicemail resource is not available

d. Random – a random number of calls are recorded
e. Disable – all call recording is prohibited

16 From the Set Archive list select Yes. (This will create a Voicemail Contact in the Department's configuration which will deliver the recording to the Vision server and delete it from the voicemail server.)
17 Select Update when ready
18 The new settings will be displayed in the Record Mode and Archiving Configured columns, and will update the Departments configuration on the system database.

All outgoing calls made via the Dial Plan entry or LCR Plan entry configured will now be recorded. For details on how to access these recordings please refer to the Call Logs section from page 43.

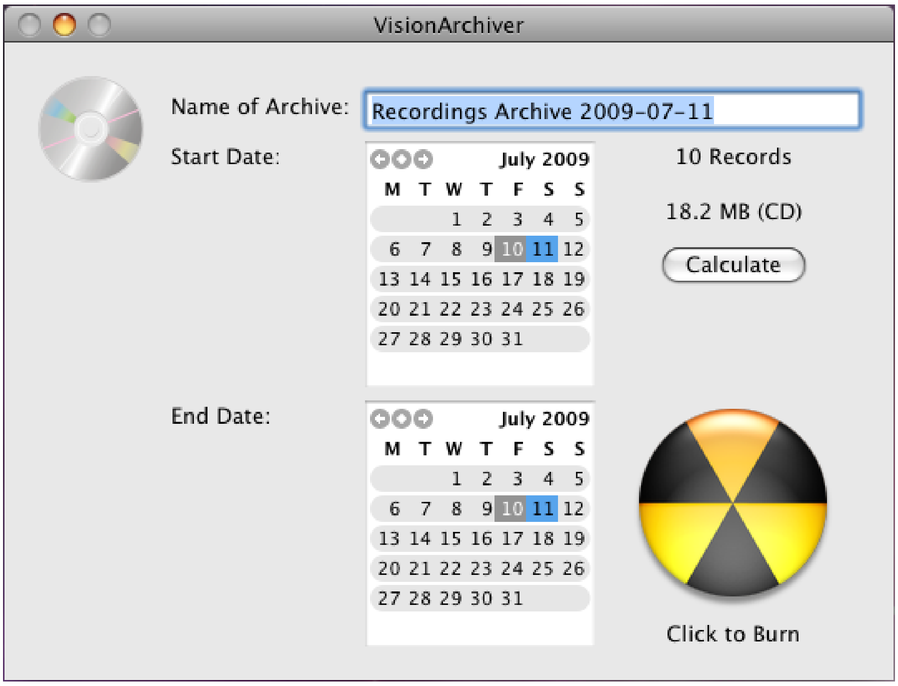
Archive Recordings

If you wish to store the recordings on an external drive please refer to the Mounting External Drives for Vision (Linux) - Installation and Configuration Notes and Mounting External Drives for Vision (OS X) - Installation and Configuration Notes documents available on the SpliceCom website.

VisionArchiver

The VisionArchiver is an application, available with Vision installed on an Apple Mac, that will archive recordings to CD. This application can be found in the Applications Folder on your Vision server and is installed as part of the Vision Package.

1 On the Vision Server open Finder
2 Select Applications
3 Double click on VisionArchiver



4 In the Name of Archive field enter the name you wish to give the archive or use the default entry. Make sure that you make a note of this name, eg write this on the CD, as this is the archive that Vision will request if you select a recording via the Call Logs that has been archived.

5 From the Start Date and End Date calendars select the date range for the recordings you wish to archive.
6 Click on the Calculate button
7 The amount of disk space required will be displayed
8 Click on the Click to Burn button when ready
9 The recordings will be archived to the CD

To close this application, from the VisionArchiver menu, select Quit VisionArchiver.

If you wish to store recordings on an external drive please refer to the "Mounting Drives for Vision Record" document available on the SpliceCom website.

Vision Portal

The Vision Portal is used to view all call logging information, listen to recordings, create reports and reporting groups, create wallboards, create new Managers and configure Mobility.

The Vision Portal can be accessed on the Vision Server by the following link:

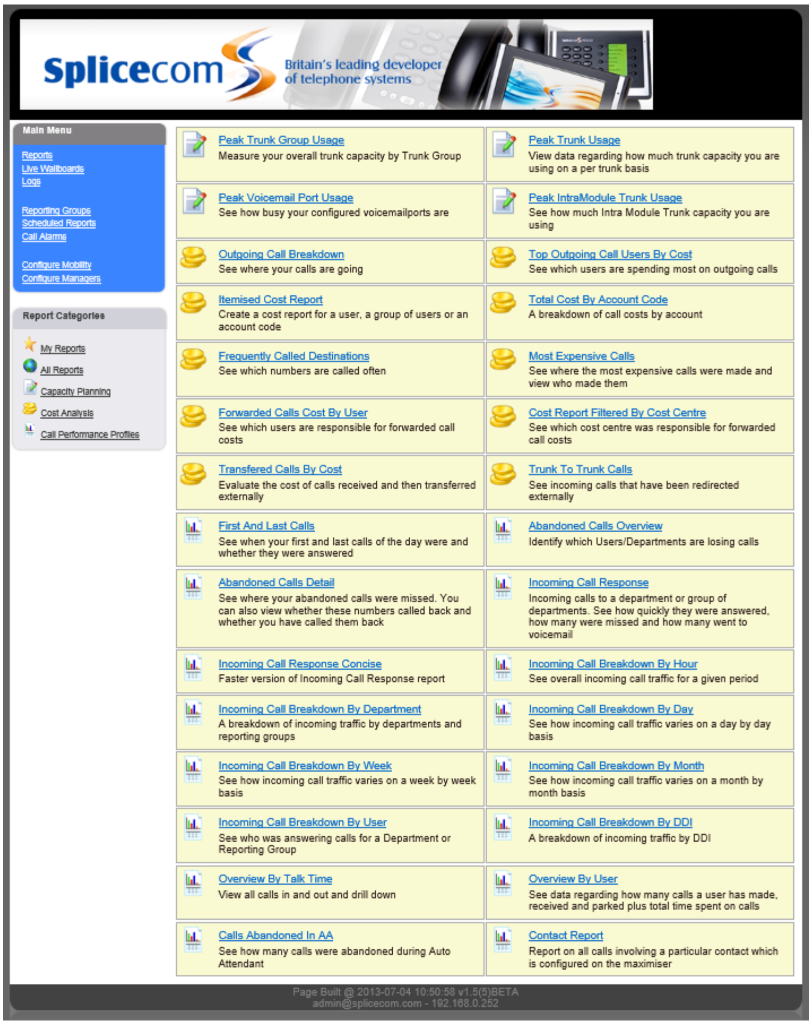
http://localhost/vision

or on a network PC via the following link:

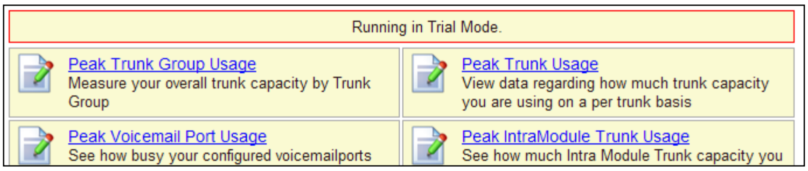
http://ip address of vision server/vision   eg http://192.168.0.251/vision

Initial you will need to log in using the Administrator log in created during the installation and used to access the Vision Admin Portal. Once you have opened the Vision portal you will be able to create additional Manager access to allow Vision users to, eg, create reports. Please refer to the Configure Managers section from page 37 for further details. Please note that if you are a Vision user you will be given the relevant log in details to the Vision portal by your System Administrator.

Once the Vision portal is open the Reports page will be automatically displayed with the Main Menu displayed on the top left hand side.



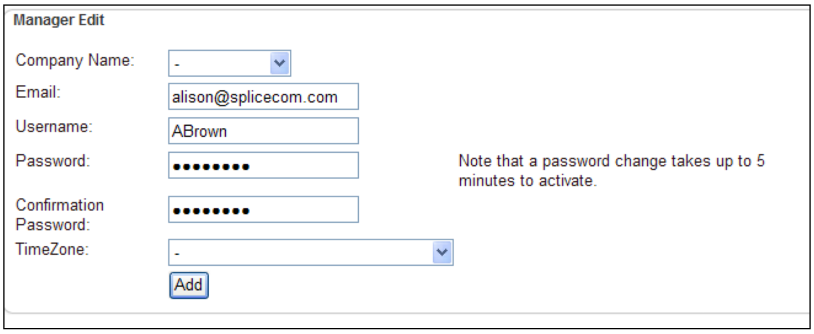
If the Vision installation is running in trial mode this will be displayed at the top of this screen, this will disappear when licences are loaded.



Configure Managers

The Configure Managers link allows you to create additional Managers with access to the Vision Portal. These Managers will only have access to the Vision Portal and not the Vision Admin Portal.

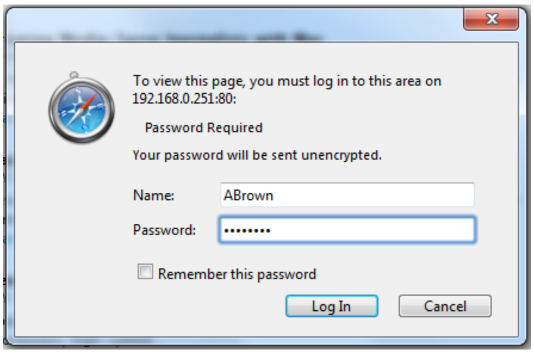
1. Select on the Configure Manager link
2. The list of current Managers is listed
3. Click on the Add Manager link
4. If the Companies feature is being used on the **max**imiser system from the Company Name list box select the Company relevant to this Manager. This will ensure he/she can only view data via the reports and call logs relevant to his/her company
5. In the Email field enter this Manager's email address.
6. In the Username field enter the user name to be entered when logging on to the Vision portal.
7. In the Password field enter the password to be entered when logging on to the Vision portal
8. In the Confirmation Password field enter the password again
9. If necessary select the time zone relevant to this Manager from the TimeZone list box. This will ensure that the call logs are displaying the correct time. By default this is set to GMT.



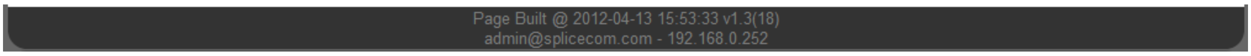
10. Select Add when ready.
11. You will be returned to the Configure Managers page and you will see the new Manager in the list.
12. This Manager will now be able to log in to the Vision portal, view the call logs, create reports, create reporting groups, create schedule reports and design a wallboard. This Manager will be able to view and analyse data on all Users and Departments.

Please note that if Vision is being run on an Apple Mac PC/server it will take 5 minutes before the new Manager can be used to log in to the Vision portal. The same applies to any changes made to a Manager's configuration.

When a Manager logs in to the Vision portal their Username must be entered in the Name field.



The bottom panel of the Vision portal will display which Manager is currently logged to this session of the Vision portal.



Changing the security rights and permissions for a Manager

When a Manager is created, by default that Manager will be able to log in to the Vision portal, view the call logs, create reports, create reporting groups, create schedule reports, create cost alarms and design a wallboard. This Manager will be able to view and analyse data on all Users and Departments. However, you can increase or reduced these rights as follows.

(Please note: do NOT make any changes to the Default Administrator account.)

Amending a Manager's Security rights

1 Within the Vision portal select the Configure Managers link
2 Select the Manager you wish to edit.
3 The following list will be displayed

Assigned Security	Available Security
	Configure Mobility Voice Recording Access Configure Managers Read Only No Reports

Configure Mobility – allows a Manager to enable the use of the VisionMobility application for a User
Voice Recording Access – allows a Manager to listen to call recordings
Configure Manager – allows a Manager to create additional Manager accounts, and enable security rights and permissions for that Manager
Read Only – reduces the rights of the Manager to read only access. The Manager will be able to view and search the call logs; run reports, use Quick Reports and My Reports; and view a wallboard. This Manager will not be able to create a wallboard, create reporting groups or schedule reports, or create Call Cost Alarms.
No Reports – the Manager will be able to view and search the call logs, create wallboards, schedule reports and create cost alarms. He/she will not be able to create or view reports.

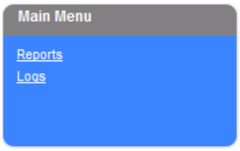
4 Click on the required security and this will move to the Assigned Security box. For example, if you wish to give the Manager access to call recordings click on Voice Recording Access.

Assigned Security	Available Security
Voice Recording Access	Configure Mobility
	Configure Managers
	Read Only
	No Reports

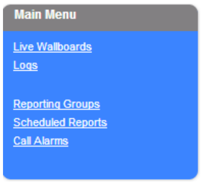
5 Click on the Update button when ready.

When the Manager next logs in to the Vision portal the Main Menu will display the rights available to this Manager, similar to these examples.

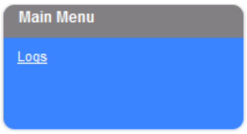
Read Only



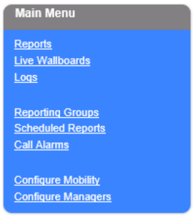
No Reports



Read Only &
No Reports



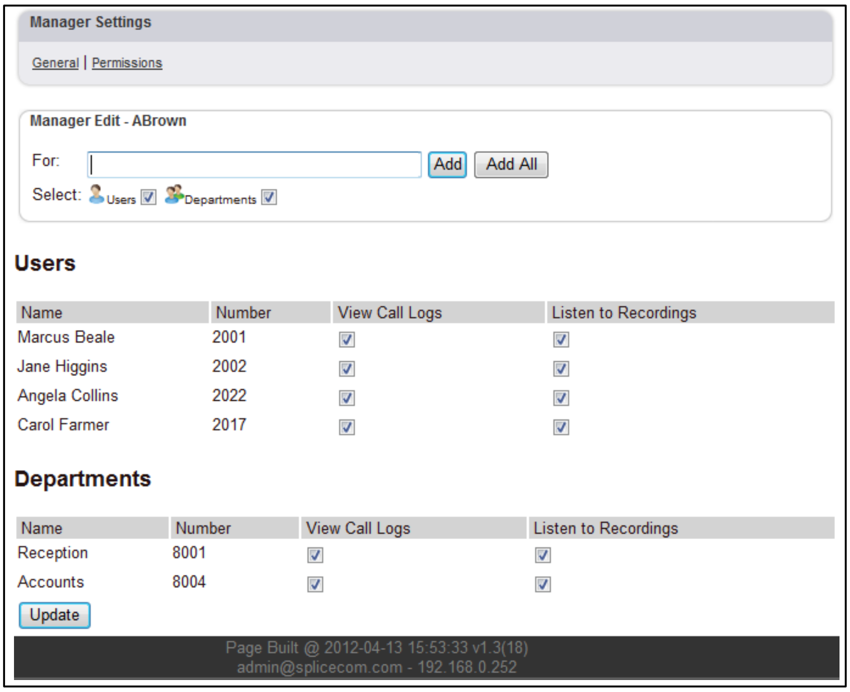
Configure Mobility
and
Configure Managers



Restricting access to the call data

By default, each Manager can view the data within the call logs and reports for all Users and Department of the system. However, it may be necessary that Managers should only view data relevant to members of their team, for example, because data relating to other members of staff is sensitive, or it may be necessary for a Manager to view all the logs but that Manager should not be allowed to listen to the recordings for the Personnel Director, for example. A Manager's privileges can be restricted as follows:

1 Within the Vision portal select the Configure Managers link
2 Select the Manager you wish to edit
3 From the Manager Settings pane at the top select Permissions
4 Note that currently this Manager has full privileges to all Users and Departments
5 Within the Manager Edit pane, ensure the Users and/or Departments Show: tick box(es) are selected, dependent on whether you wish to search for a User, a Department or both.
6 In the For: field start to enter the name of the User or Department you wish to add
7 A list of the Users and/or Departments beginning with these letters will be displayed
8 Select the User/Department required.
9 The User's or Department's extension number will be displayed in the For: field
10 Select Add and the User/Department will be displayed in the list below



Please note

- Once a User or Department has been added to the permissions list the Manager will only be able to view the call data for that User and/or Department until further Users/Departments have been added.
- When the Manager creates a Report and searches for a User/Department in the For: field, the search list will only display the Users/Departments that have been added to the Manager's permissions list.
- When a Manager creates a Reporting Group he/she will only be able to add Users and Departments that he/she has permissions for. For further information on please refer to the Reporting Groups section from page 53.

Enter all Users and Departments within Permissions

If you have a large number of Users and/or Departments you wish to add to the Manager's Permissions you many find it easier to add all the Users and Departments and then remove the ones you don't need. Or you may need to add all the Users and Departments for use with Vision Call Centre or the Manager needs to be able to listen to the recordings for all Users and Departments, for example. If this is the case select the Add All button.

Specifying the permissions to the data for a User/Department

By default the Manager will be able to view a User's or Department's Call logs and listen to their recordings, however if one of these options is not required the following can be configured:

1 Within the Vision portal select the Configure Managers link
2 Select the Manager you wish to edit
3 From the Manager Settings pane at the top select Permissions
4 Untick the field under either View Call Logs or Listen to Recordings
5 Select Update

Removing a User or Department from the Permissions list

1. Untick the fields under the View Call Logs and Listen to Recordings columns for the User or Department you wish to remove
2. Select Update
3. The User/Department will be removed from the Permissions list

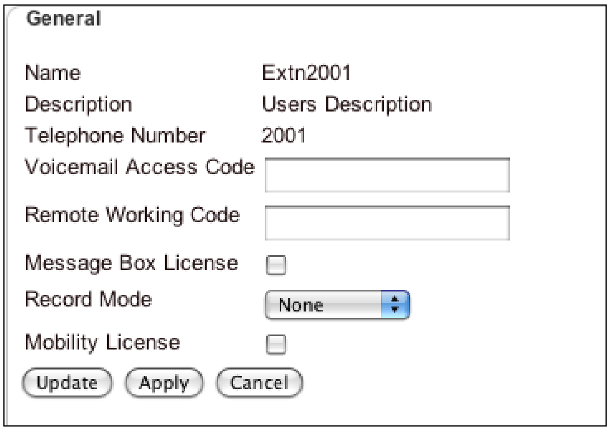
Delete a Manager

1. Within the Vision portal select the Configure Managers link
2. Select the Manager you wish to delete.
3. Click on the Delete button

Configure Mobility

The Configure Mobility link allows you to set up Users on the system to use the Mobility portal. Vision Mobility allows a User to control his/her handset via an application similar to the PCS 60 but accessed via a web browser.

1. Within the Vision portal select the Configure Mobility link
2. A list of the Users on the **max**imiser system will be displayed. Use the search facility to find the User required
3. Select this User and a configuration form for the User will be displayed



4. Enter a Voicemail Access code for the User, if not already configured
5. Enter a Remote Working Code for the User, if not already configured. (Please note that the Users' Remote Working Code must match the Partner Login Code for that User's phone.)
6. Tick Mobility Licence

   (You can also assign a User with a MessageBox licence and select their Record mode via this screen, if required.)

7. Select Update or Apply when ready.

Access Vision Mobility

Users can access the Vision Mobility application as follows:

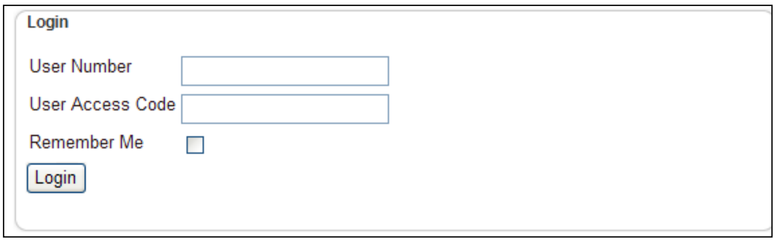
On the Vision Server:

http://localhost/visionmobility/

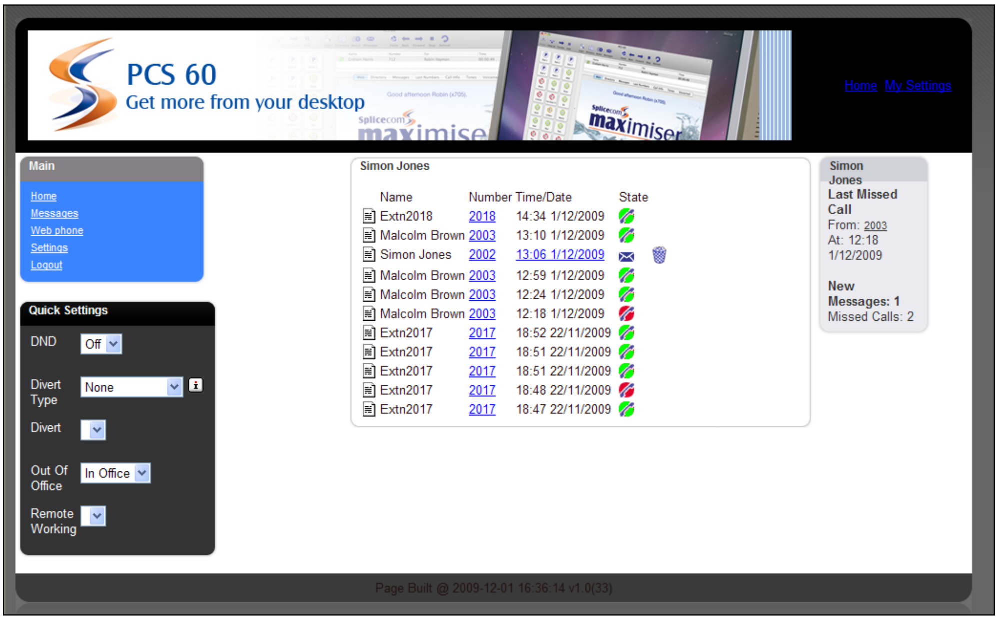
or via a network PC:

http://ip address of vision server/visionmobility/ eg http://192.168.0.251/visionmobility/

The User will then be required to login via the following screen, entering their extension number and voicemail access code.



Once the log in is complete the Vision Mobility application will be displayed.



Please refer to the Vision Mobility User manual, available on the SpliceCom website, for further information on how to use this application.

If you wish to use this application on an iPhone enter the following URL:

http://ip address of vision server/visionmobility/iphone.cgi

If you wish to use this application on a Blackberry or HTC mobile phone, for example, enter the following URL:

http://ip address of vision server/visionmobility/basic.cgi

Call Logs

Accessing the Call Logs

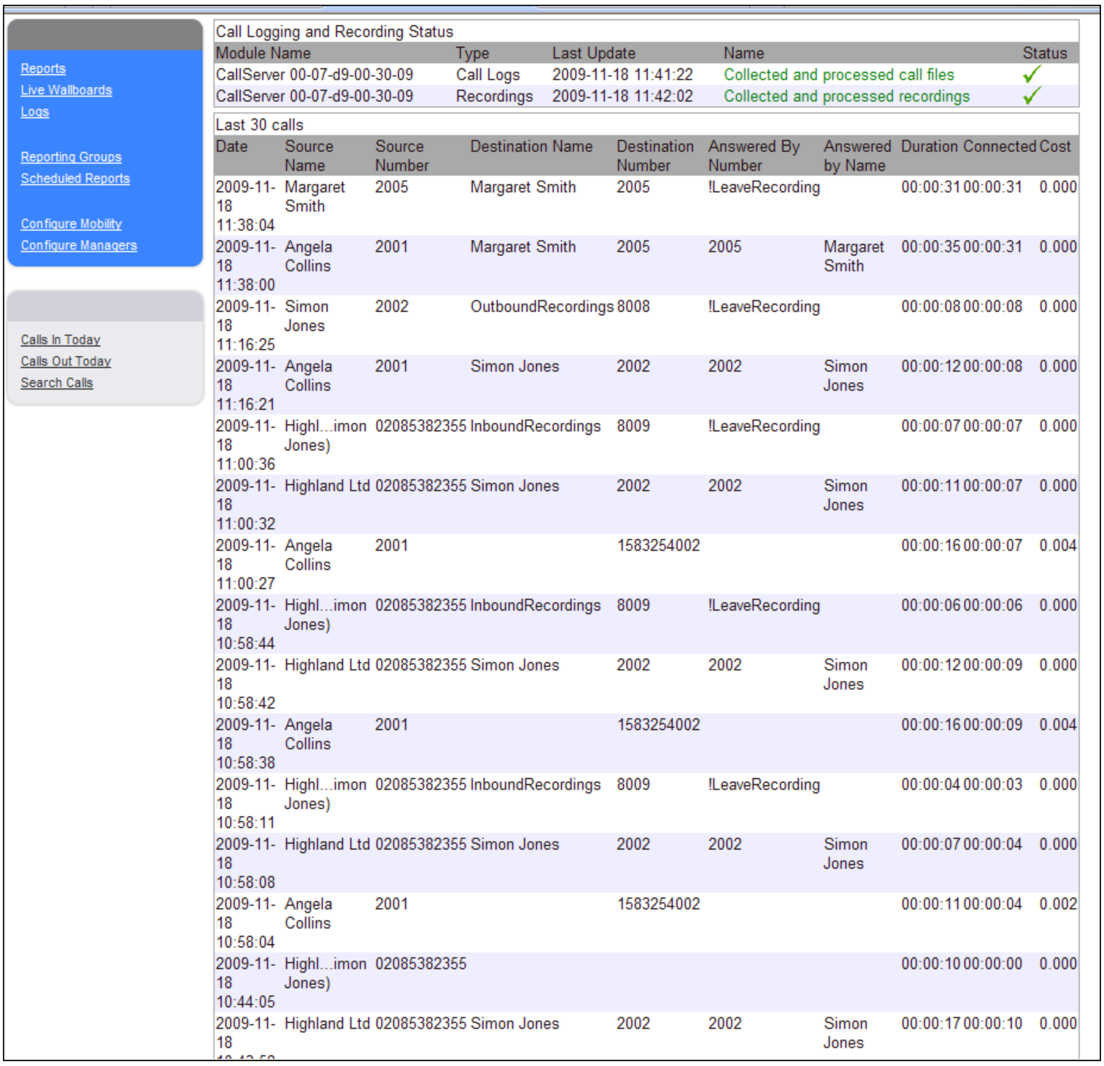
To view the logs via the Vision portal a user will require a Manage account as described in the Configure Managers section from page 37. The Manager will have full rights to view all User and Department call data unless Permissions to specific Users and Departments are configured.

Using the Call Logs

The Logs link in the Main Menu of the Vision portal will show live call logging for the system. This page will update every 30 seconds and display up to 30 calls. The most recent calls are displayed at the top.

This page will also indicate that Vision has connected to the **max**imiser system and is collecting call information. As a test to ensure that call logging is working make an internal or external call and wait for the page to update with the call you have just made.

This data can be copied and pasted into another document, for example, MS Excel.



Reports
Live Wallboards
Logs
Reporting Groups
Scheduled Reports
Configure Mobility
Configure Managers
Calls In Today
Calls Out Today
Search Calls

Call Logging and Recording Status

Module Name	Type	Last Update	Name	Status
CallServer 00-07-d9-00-30-09	Call Logs	2009-11-18 11:41:22	Collected and processed call files	✓
CallServer 00-07-d9-00-30-09	Recordings	2009-11-18 11:42:02	Collected and processed recordings	✓

Last 30 calls

Date	Source Name	Source Number	Destination Name	Destination Number	Answered By Number	Answered by Name	Duration	Connected	Cost
2009-11-18 11:38:04	Margaret Smith	2005	Margaret Smith	2005	!LeaveRecording		00:00:31	00:00:31	0.000
2009-11-18 11:38:00	Angela Collins	2001	Margaret Smith	2005	2005	Margaret Smith	00:00:35	00:00:31	0.000
2009-11-18 11:16:25	Simon Jones	2002	OutboundRecordings	8008	!LeaveRecording		00:00:08	00:00:08	0.000
2009-11-18 11:16:21	Angela Collins	2001	Simon Jones	2002	2002	Simon Jones	00:00:12	00:00:08	0.000
2009-11-18 11:00:36	Highl...imon Jones)	02085382355	InboundRecordings	8009	!LeaveRecording		00:00:07	00:00:07	0.000
2009-11-18 11:00:32	Highland Ltd	02085382355	Simon Jones	2002	2002	Simon Jones	00:00:11	00:00:07	0.000
2009-11-18 11:00:27	Angela Collins	2001		1583254002			00:00:16	00:00:07	0.004
2009-11-18 10:58:44	Highl...imon Jones)	02085382355	InboundRecordings	8009	!LeaveRecording		00:00:06	00:00:06	0.000
2009-11-18 10:58:42	Highland Ltd	02085382355	Simon Jones	2002	2002	Simon Jones	00:00:12	00:00:09	0.000
2009-11-18 10:58:38	Angela Collins	2001		1583254002			00:00:16	00:00:09	0.004
2009-11-18 10:58:11	Highl...imon Jones)	02085382355	InboundRecordings	8009	!LeaveRecording		00:00:04	00:00:03	0.000
2009-11-18 10:58:08	Highland Ltd	02085382355	Simon Jones	2002	2002	Simon Jones	00:00:07	00:00:04	0.000
2009-11-18 10:58:04	Angela Collins	2001		1583254002			00:00:11	00:00:04	0.002
2009-11-18 10:44:05	Highl...imon Jones)	02085382355					00:00:10	00:00:00	0.000
2009-11-18	Highland Ltd	02085382355	Simon Jones	2002	2002	Simon Jones	00:00:17	00:00:10	0.000

Date = this column will display the date and time the calls was made or received.

Source Name = this column displays for
Outgoing calls - the name of the User who made the call
Incoming calls - the name of the external contact the call has been received from (if the Source Number has been matched in the Contacts database), or name of the User ringing from a number stored in their User configuration. If no match was found the entry in this column will be blank..

Source Number = this column will display either the extension number of the User who made the call or the incoming CLI received with this call.

Destination Name = this column will display
Internal calls – the name of the User or Department the call was made to
Outgoing calls – the name of the external contact dialled (if the number dialled is matched in the Contacts database), or the name of the User dialled on a number stored in their User configuration.
Incoming calls - the name of the User or Department the call was made to.

Destination Number = this column will display the number dialled.
Internal calls – the extension number of the User or Department the call was made to
Outgoing calls - the external number dialled
Incoming calls - the extension number of the User or Department the call was made to

Answered by Number = Internal and incoming calls only. This column displays the extension number that answered the call. This will show which member of a Department answered the call or will show where a call was forwarded to.

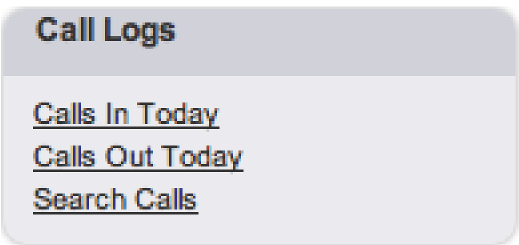
Answered by Name = Internal and incoming calls only. This column displays the User name of the extension that answered the call. This will show which member of a Department answered the call or will show where a call was forwarded to.

Duration = this will show the amount of time the call was active, including ringing time.

Connected = this column will show the amount of time from the call being answered to the call ending.

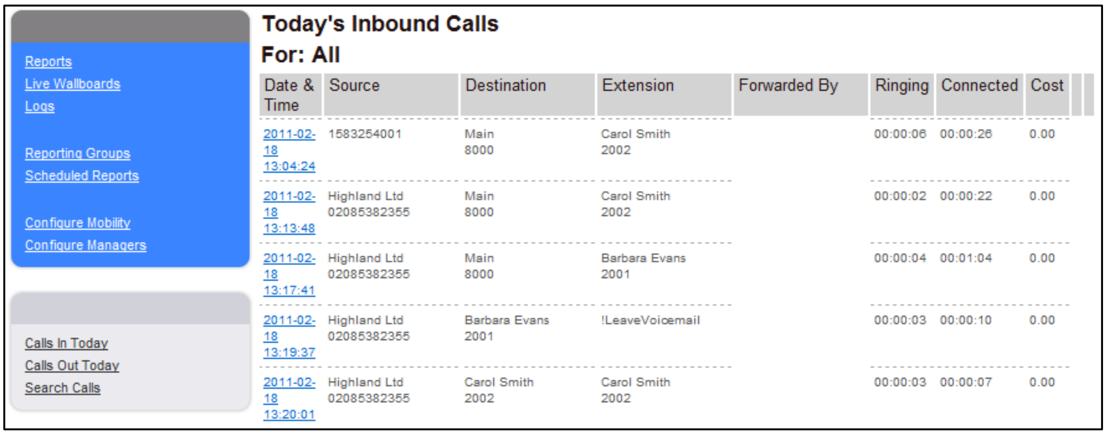
Cost = this will display the cost of the call dependent on the Pricing Scheme being used.

When the Logs are displayed the Call Logs Menu is also available.



Calls In Today

The Calls In Today link will display all incoming external calls received today.

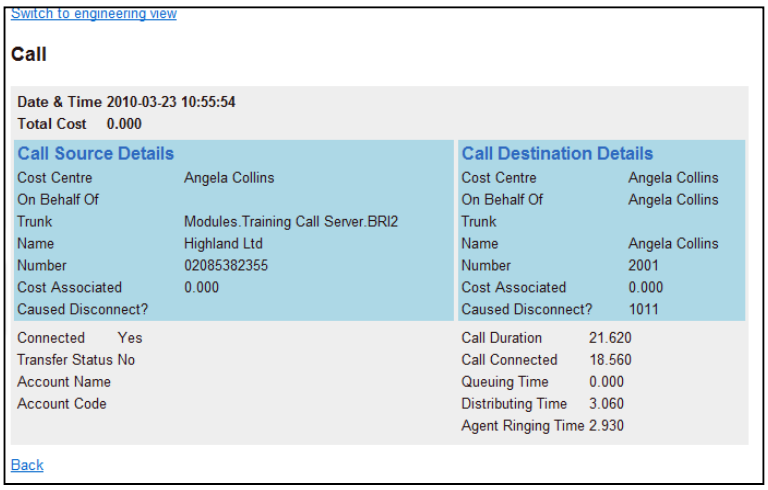


The most recent call will be displayed at the bottom. If a call has been recorded the Speaker icon will be displayed on the right hand side of the call.

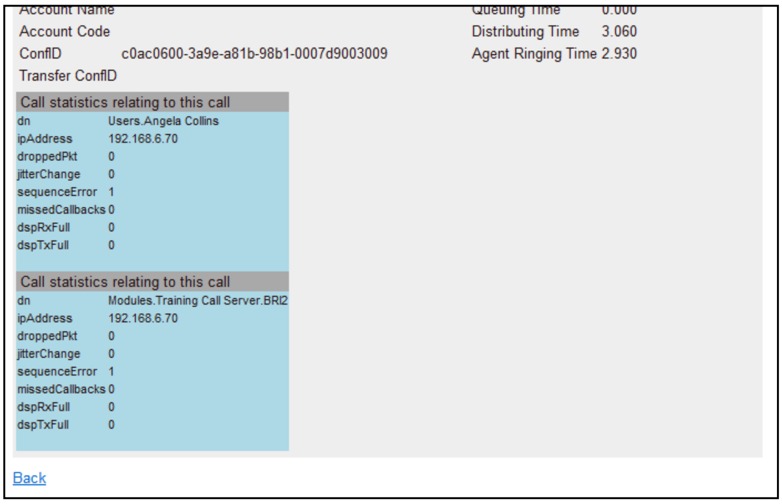
Date & Time	The time and the date the call was received
Source	The incoming CLI received with this call, if presented. If this CLI is matched in the Contacts database the contact name will be displayed with the number
Destination	The extension that the call was routed to.
Extension	The User and extension number or voicemail that answered the call. If the call was routed to a Department, this column will show which Department member answered the call. If the call was routed to a User account this column will show which User picked up the call or which User the call was forwarded to.
Forwarded by	The User that forwarded the call.
Ringing	The amount of time the call was ringing before it was answered
Connected	The amount of time from the call being answered to the call being ended
Cost	N/A

Call Log Detail

Further details relating to a call can be viewed by selecting the call within the Date & Time column and the following screen will be displayed.

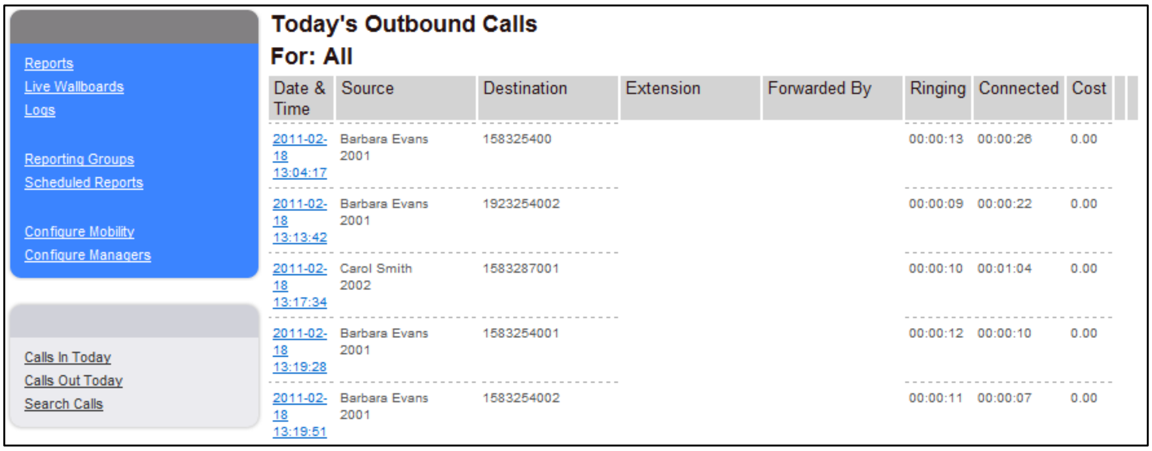


The times represent the total number of seconds.
Further information can be viewed by selecting Switch to engineering view.



Calls Out Today

The Calls Out Today link will display all outgoing external calls made today.



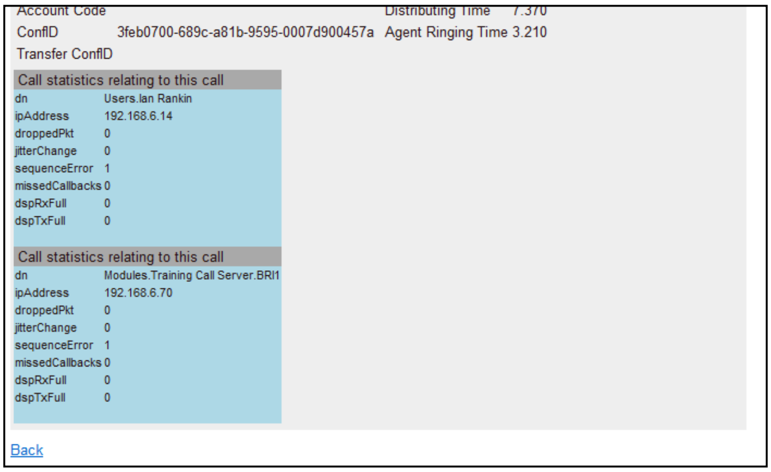
The most recent call will be displayed at the bottom. If a call has been recorded the Speaker icon will be displayed on the right hand side of the call.

Date & Time	The time and the date the call was made.
Source	The User and their extension number making the call
Destination	The number that was dialled. If this number is matched in the Contacts database the Contact name will also be displayed.
Extension	N/A
Forwarded by	The User that forwarded the call
Ringing	The amount of time the call was ringing before it was answered
Connected	The amount of time from the call being answered to the call being ended
Cost	The cost of the call dependent on the Pricing Schemes entered

Call Log Detail

Further details relating to a call can be viewed by selecting the call within the Date & Time column and the following screen will be displayed.

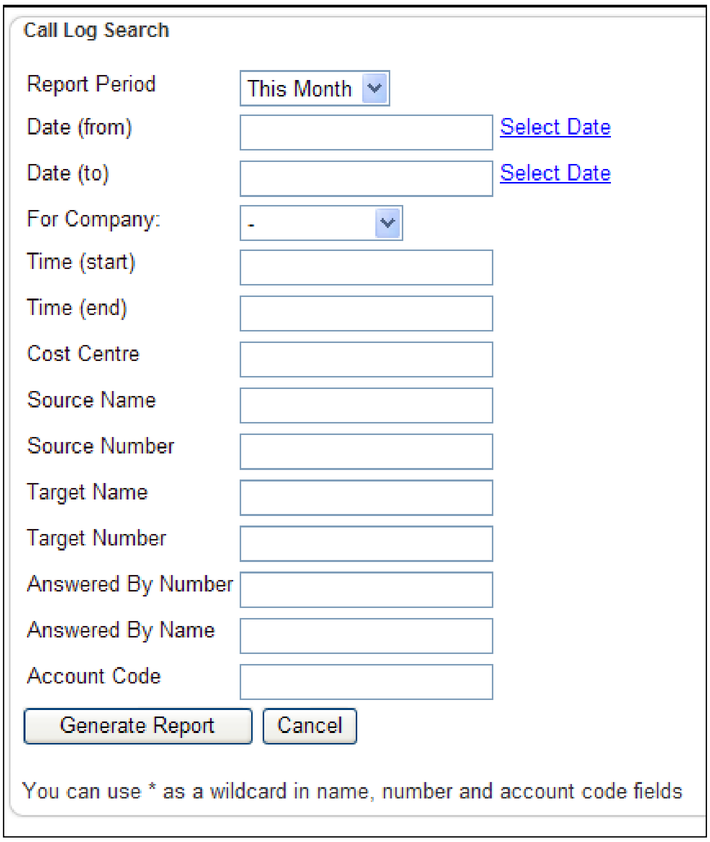
Further information can be viewed by selecting Switch to engineering view.



Search Calls

The Search Calls link will enable you to search for specific calls in the logs, for example, internal calls made today, calls to a specific extension, all calls made last week, and so on.

Call Log Search dialogue box will allow you to search for calls by filling in the relevant fields. The asterisk (*) can be used as a wild card.



Report Period = select the time period for which you wish to search for calls, eg Today, This Month, last 30 days etc. If you choose Custom you will need to fill out the Date (from) and Date (to) fields.

Date (from) = used when Custom is selected in the Report Period field. This is the start date for the time period required in your search. Click on Select Date to pick the start date required.

Date (to) = used when Custom is selected in the Report Period field. This is the end date for the time period required in your search. Click on Select Date to pick the end date required.

For Company = if the Companies feature is being used on the **max**imiser system this list box allows you to search for calls to or from Users and Department belonging to a particular Company.

Time (start) = to search for calls made or received within a certain time of the day enter the required start time here. This should be entered as, eg 17:00

Time (end) = to search for calls made or received within a certain time of the day enter the required end time here. This should be entered as, eg 20:00

Cost Centre = this indicates the entity that the cost of a call is attributed to. Enter here a User or Department name.

Source Name = to search for calls made by a specific User or received from a specific Contact enter either the name of the User who made the calls or the name of the external contact the calls were received from. (Please note the external contact's incoming CLI must have been matched in the Contacts database at the time of the call.)

Source Number = to search for calls made by a specific extension or received from a specific incoming number enter the extension number of the User who made the calls or the incoming CLI received with the calls.

Target Name = to search for calls made to a specific User or Department enter the name of the User or Department the calls were made to.

Target Number = to search for calls made to a specific extension number enter the extension number of the User or Department the calls were made to.

Answered by Number = to search for calls answered by a specific extension enter the extension number that answered the calls.

Answered by Name = to search for calls answered by a specific User enter the User name of the extension that answered the calls.

Account Code = if account coding is being used on the **max**imiser system and you wish to search for calls assigned to a specific account code enter the required account code here.

Once you have completed the required fields click on Generate Report.

Call Status

The following icons may be displayed within the Call Logs and represent the following:

 The call was abandoned before it could be answered by the extension or voicemail

 This call was parked

 This call was picked up from a park slot

 This indicates the transferred leg of the call.

 This indicates the second leg of a transferred call

Accessing Call Recordings

1. To view calls that have been recorded firstly search for the required calls using Calls In Today, Calls Out Today or Search Calls.
2. Calls that have been recorded will be indicated by the Speaker icon displayed on the right hand side of the call.

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost	
2010-11-19 13:28:58	Sophie Elton 2035	Alice Barker 2006	Alice Barker 2006		00:00:02	00:00:06	0.00	

3. Click on the speaker icon you will be taken to the Recordings page for that call:

Recordings

Date	Cost Centre	Name	Number	Target Name	Target Number	Extn	Extn Name	Recording In	Recording
2010-11-19 13:29:07	Sophie Elton	Sophie Elton	2035	Alice Barker	2006	2006	Alice Barker	Alice Barker	

4 If your browser has the relevant QuickTime plug in then you will be able to listen to the recording via your Web Browser, this will play automatically. If you do not have the QuickTime plug in installed, then your default application for listening to .wav files will open.

Downloading a recording

In the Recordings page click on the Download icon and following the relevant download/save instructions of your PC.

Recording Access Log

The next time a call recording is listened to the Recording Access Log at the bottom of the screen will display when and by whom (the relevant Manager's email address) the recording has been listened to in the past..

Recording Access Log

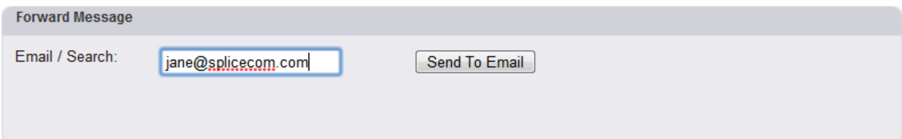
Number	Target Number	User	Time & Date	Remote Address (IP)	Access Method
2035	2006	admin@splicecom.com	2010-11-19 13:40:30	192.168.0.27	Website Download
2035	2006	admin@splicecom.com	2010-11-19 13:40:20	192.168.0.27	Website Listen
2035	2006	admin@splicecom.com	2010-11-19 13:39:58	::1	Website Download
2035	2006	admin@splicecom.com	2010-11-19 13:39:18	::1	Website Download
2035	2006	admin@splicecom.com	2010-11-19 13:38:29	::1	Website Listen

The Remote Address (IP) column will display the IP address of the PC that listened to the recording. If the number one (::1) is displayed this indicates that the recording was listened to locally on Vision server.

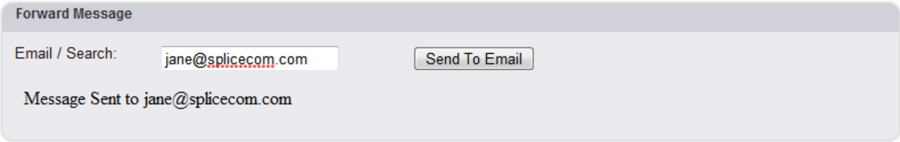
Forward a recording to an email account

After listening to a recording this recording can be forwarded to an email account. Please note that the email address and server hosting this facility must have been previously configured within the Report Settings screen in the Vision Admin Portal – please refer to the Report Settings section on page 21 for further details.

1 Click on the speaker icon beside the relevant call.
2 Within the Forward Message section, in the Email/Search field enter the email address where the recording is to be sent.



3 Click on the Send To Email button
4 Confirmation that the message has been sent will be displayed.



5 A record of this action will be displayed in the Recording Access Log next time the recording is listened to.

Recording Access Log

Number	Target Number	User	Time & Date	Remote Address (IP)	Access Method
2035	2006	admin@splicecom.com	2010-11-19 13:55:40	192.168.0.27	Emailed to jane@splicecom.com

Reports

Vision Reports are graphical, in full colour, and are designed to highlight trends and assist in analysis, rather than simply providing a huge amount of data, which must then be processed and analysed using other tools such as spread sheets. Available to anyone with the appropriate access rights, anywhere via a standard web browser, Vision Reports are "management ready" and can be printed off if required.

Peak Trunk Group Usage Measure your overall trunk capacity by Trunk Group	Peak Trunk Usage View data regarding how much trunk capacity you are using on a per trunk basis
Peak Voicemail Port Usage See how busy your configured voicemailports are	Peak IntraModule Trunk Usage See how much Intra Module Trunk capacity you are using
Outgoing Call Breakdown See where your calls are going	Top Outgoing Call Users By Cost See which users are spending most on outgoing calls
Itemised Cost Report Create a cost report for a user, a group of users or an account code	Total Cost By Account Code A breakdown of call costs by account
Frequently Called Destinations See which numbers are called often	Most Expensive Calls See where the most expensive calls were made and view who made them
Forwarded Calls Cost By User See which users are responsible for forwarded call costs	Cost Report Filtered By Cost Centre See which cost centre was responsible for forwarded call costs
Transfered Calls By Cost Evaluate the cost of calls received and then transferred externally	Trunk To Trunk Calls See incoming calls that have been redirected externally
First And Last Calls See when your first and last calls of the day were and whether they were answered	Abandoned Calls Overview Identify which Users/Departments are losing calls
Abandoned Calls Detail See where your abandoned calls were missed. You can also view whether these numbers called back and whether you have called them back	Incoming Call Response Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail
Incoming Call Response Concise Faster version of Incoming Call Response report	Incoming Call Breakdown By Hour See overall incoming call traffic for a given period
Incoming Call Breakdown By Department A breakdown of incoming traffic by departments and reporting groups	Incoming Call Breakdown By Day See how incoming call traffic varies on a day by day basis
Incoming Call Breakdown By Week See how incoming call traffic varies on a week by week basis	Incoming Call Breakdown By Month See how incoming call traffic varies on a month by month basis
Incoming Call Breakdown By User See who was answering calls for a Department or Reporting Group	Incoming Call Breakdown By DDI A breakdown of incoming traffic by DDI
Overview By Talk Time View all calls in and out and drill down	Overview By User See data regarding how many calls a user has made, received and parked plus total time spent on calls
Calls Abandoned In AA See how many calls were abandoned during Auto Attendant	Contact Report Report on all calls involving a particular contact which is configured on the maximiser

Key reports can be scheduled by time and date and delivered to individuals or groups by email and you can build your own reporting groups. Vision Reports is broken down into three main areas; Call Performance Profiles, Cost Analysis and Capacity Planning. Vision provides 21 standard reports, which focus on providing the detailed and summary information that are required to effectively measure – and therefore manage – telephony on a business-wide basis.

To aid the decision-making process, this guide provides a description of each report, detailing the exact definition of all the terms using within the reports. This significantly aids administrators and managers in

understanding how each Department and the business as a whole is performing, and therefore assists in making the correct decisions to further improve the overall company performance.

Each of the standard Vision Reports can be run over a range of dates (the Report Period). The options for the Report Period are:

- Today
- Yesterday
- This Week
- This Month
- This Year
- Last Week
- Last Month
- 7 Days
- 30 Days
- 60 Days
- 90 Days
- Custom (allows any Start Date and End Date to be defined)

A specific time period during the day can also be specified, with a start and end time in 24 hour format.

Each report can be printed or exported in a CSV format. The reports are divided into three major categories; Capacity Planning, Cost Analysis and Call Performance Profiles.

If an Uplift % and/or VAT% have been configured within the Vision Admin portal Report Settings these will be automatically displayed when creating a Cost Analyis Report. These can be amended for each report if required.

Please note:

1. If additional reports, not covered within this section of the manual, are displayed with the Reports screen your **max**imiser system is running the Vision Call Centre software. Please refer to the Vision Call Centre Configuration manual for further details.
2. Crystal Reports can be connected to the Vision database to provide custom reports. Please refer to the Vision & SAP Crystal Reports Integration document available on the SpliceCom website for further details.

Accessing the Reports

To view and use the reports a user will require a Manage account as described in the Configure Managers section from page 37. The Manage will have full rights to view all User and Department call data unless Permissions to specific Users and Departments are configured.

Reporting Groups

If a collection of Users and/or Departments need to be reported on these Users and Departments can be entered into to a Reporting Group. A report or a Statistic Panel within a wallboard can then be created using this Reporting Group.

Create a Reporting Group

1 Within the Vision Portal click on the Reporting Group link
2 Click on the Create Group button.
3 In the Group Name field enter the text that will identify this Reporting Group.
4 In the Description field enter the text that will describe the usage of this Reporting Group. (Both the Group Name and Description fields must be populated with text for the group to be created.)
5 Select the Add Group button.
6 The new group will be added to the Reporting Groups list
7 Select the group you have just created from this list.
8 A list of Users and Departments on the system will be displayed on the left hand side
9 To add a member to the group click on the User or Department required. This entry will move over to the right hand screen, indicating that they are a member of the group.

Alternatively,
9 To add multiple members to the group, select the tick boxes beside all the Users and/or Departments you wish to add to the group.
10 Select the Submit button (at the bottom left hand side). These entries will move over to the right hand screen, indicating that they are a member of the group.

Alternatively,
9 To add all Users and/or all Departments to the group, select the Add all Users and/or Add all Departments link at the top.
10 All Users and/or Departments will move over to the right hand screen, indicating that they are a member of the group.

Please note:

- A Manager will only be able to add Users and Departments that he/she has permission to view their call logging data.
- A Reporting Group created with no Group Members will report on everyone on the system or every User and Department that the Manager creating the group has permission for.
- When a User Name is changed via Manager this will be automatically reflected within the Reporting Group.

Report Ownership

The group will be owned by the Manager creating the Reporting Group.

The Administrator or a Manager with Configure Manager rights can create a Reporting Group for another Manager by selecting this Manager from the Owned By list box.

A Manager without Configure Manager rights will not be given the Owned By list box so will only be creating his/her own groups. These Groups can only be used and edited by the Manager or by the Administrator or a Manager with Configure Manager rights.

The Administrator or a Manager with Configure Manager rights can create Global Reporting Groups by selecting this option from the Owned By list box. A Global Reporting Group can be used by all Managers, but can only be edited by the Administrator or a Manager with Configure Manager rights.

Each group will be displayed with the Manager's name within the Creator column.

Reporting Groups

Group Name	Group Description	Creator
Alison Team	1st floor	ABrown
Front Office	Reception & Sales	JCarew
Personnel	Joe, Mark & Rachel	admin@splicecom.com
Reception only	Three front desks	JCarew
Sales only	John & Sarah	JCarew
Support	Upstairs	Global

Create Group

A Manager without Configure Manager rights will only be able to use and view his/her own Reporting Groups and Global Reporting Groups. This Manager will only be able edit his/her own Groups.

Reporting Groups

Group Name	Group Description	Creator
Front Office	Reception & Sales	JCarew
Reception only	Three front desks	JCarew
Sales only	John & Sarah	JCarew
Support	Upstairs	Global

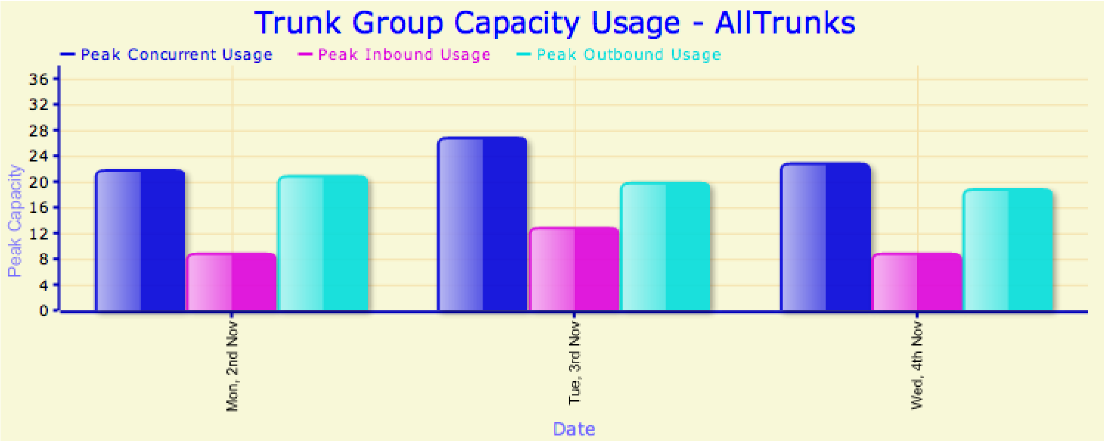
Create Group

Peak Trunk Group Usage

Capacity Planning Report Description

Gives "the big picture" on trunk usage per day, where multiple lines are combined together to form a Trunk Group. Gives the background info required for the need to add/reduce the overall number of lines within a Group. Also clearly shows the peak time for calls in/out of the business on a per Trunk Group basis.

Report: **Peak Trunk Group Usage**
For: **AllTrunks**
Date Range: **This Week**



Date	Peak Concurrent Usage	Peak Outbound Usage	Peak Inbound Usage	Maximum Trunk Capacity	Peak Percentage Used
Mon, 2nd Nov	22	21	9	38	57.89
Tue, 3rd Nov	27	20	13	38	71.05
Wed, 4th Nov	23	19	9	38	60.52
	27	21	13	38	

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
Trunk Group	List automatically populated from the maximiser database

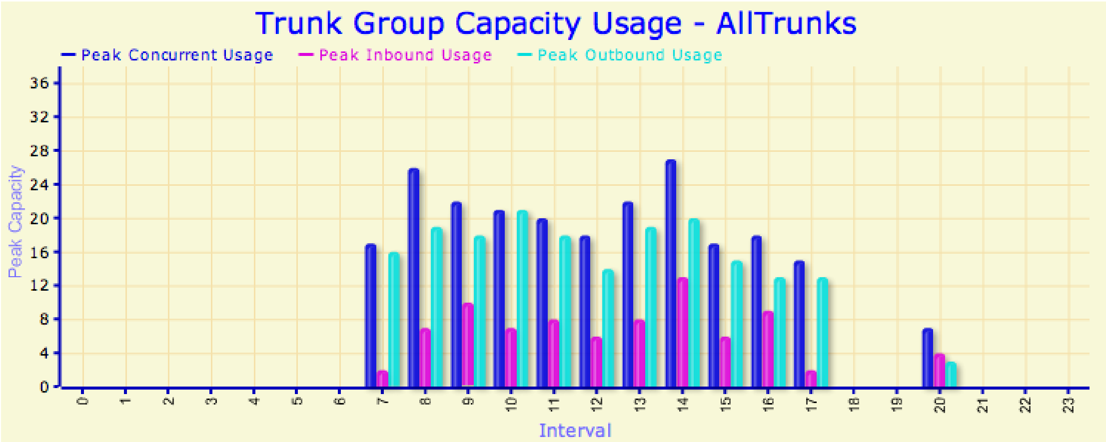
Report Columns

Date	Day, Date and Month
Peak Concurrent Usage	The maximum total number of trunk channels used simultaneously on that date
Peak Outbound Usage	The maximum number of trunk channels used for simultaneous outbound calls on that date
Peak Inbound Usage	The maximum number of trunk channels used for simultaneous inbound calls on that date
Maximum Trunk Capacity	The total number of trunk channels available. This information is obtained from the trunk licences registered on maximiser
Peak Percentage Used	The Peak Concurrent Usage divided by Maximum Trunk Capacity expressed as a percentage

Drill Down Report

Drill down on Date gives a graphical representation and statistics broken down into hourly segments.

Report: **Peak Trunk Group Capacity**
For: **AllTrunks**
Date Range: **From: 2009-11-02, To: 2009-11-03**



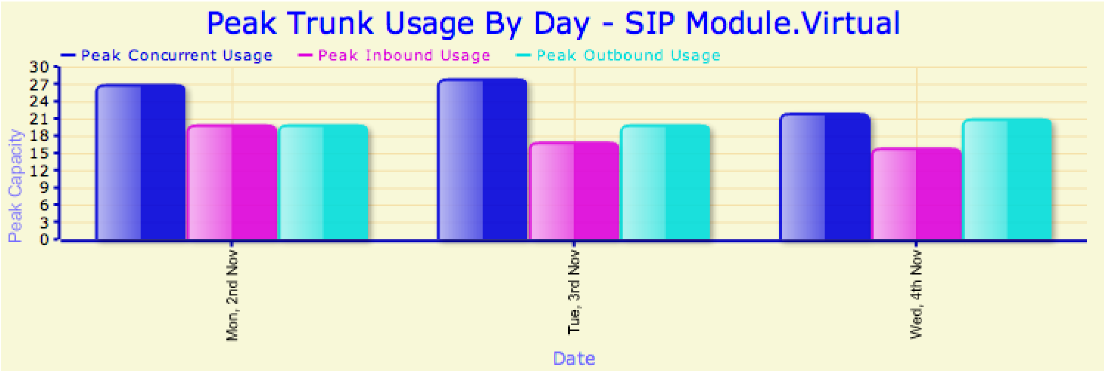
Interval	Peak Concurrent Usage	Peak Outbound Usage	Peak Inbound Usage	Maximum Trunk Capacity	Peak Percentage Used
00:00-00:59					
01:00-01:59					
02:00-02:59					
03:00-03:59					
04:00-04:59					
05:00-05:59					
06:00-06:59					
07:00-07:59	17	16	2	38	44.73
08:00-08:59	26	19	7	38	68.42
09:00-09:59	22	18	10	38	57.89
10:00-10:59	21	21	7	38	55.26
11:00-11:59	20	18	8	38	52.63
12:00-12:59	18	14	6	38	47.36
13:00-13:59	22	19	8	38	57.89
14:00-14:59	27	20	13	38	71.05
15:00-15:59	17	15	6	38	44.73
16:00-16:59	18	13	9	38	47.36
17:00-17:59	15	13	2	38	39.47
18:00-18:59	0	0	0	38	0.00
19:00-19:59					
20:00-20:59	7	3	4	38	18.42
21:00-21:59					
22:00-22:59					
23:00-23:59					
	27	21	13	38	

Peak Trunk Usage

Capacity Planning Report Description

Displays how much trunk capacity is being used on a per trunk, per day basis. Enables you to make informed choices on the need to add more trunks to prevent calls being lost – or alternatively to reduce your costs if trunks are lying dormant. Clearly shows the peak time for calls in/out of the business on an individual trunk basis.

Report: **Peak Trunk Usage**
For: **SIP Module Virtual**
Date Range: **This Week**



Date	Peak Concurrent Usage	Peak Outbound Usage	Peak Inbound Usage	Maximum Trunk Capacity	Peak Percentage Used
Mon, 2nd Nov	27	20	20	30	90.00
Tue, 3rd Nov	28	20	17	30	93.33
Wed, 4th Nov	22	21	16	30	73.33
	28	21	20	30	

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For Trunk	List automatically populated from the maximiser database

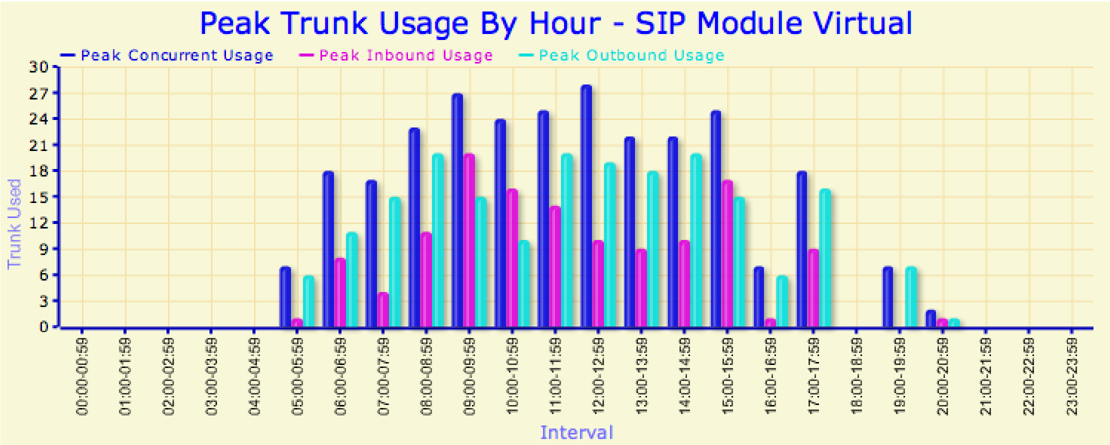
Report Columns

Date:	Day, Date and Month
Peak Concurrent Usage	The maximum total number of trunk channels used simultaneously on that date
Peak Outbound Usage	The maximum number of trunk channels used for simultaneous outbound calls on that date
Peak Inbound Usage	The maximum number of trunk channels used for simultaneous inbound calls on that date
Maximum Trunk Capacity	The total number of trunk channels available. This information is obtained from the trunk licences registered on maximiser
Peak Percentage Used	The Peak Concurrent Usage divided by Maximum Trunk Capacity expressed as a percentage

Drill Down Report

Drill down on Date gives graph and statistics broken down into hourly segments

Report: **Peak Trunk Usage By Hour**
For: **SIP Module Virtual**
Date Range: **From: 2009-11-02, To: 2009-11-03**



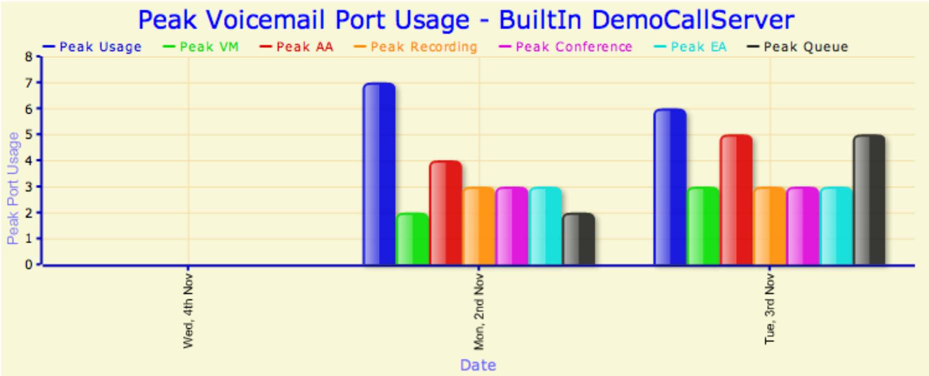
Interval	Peak Concurrent Usage	Peak Outbound Usage	Peak Inbound Usage	Peak Percentage Used
00:00-00:59				
01:00-01:59				
02:00-02:59				
03:00-03:59				
04:00-04:59				
05:00-05:59	7	6	1	23.33
06:00-06:59	18	11	8	60.00
07:00-07:59	17	15	4	56.66
08:00-08:59	23	20	11	76.66
09:00-09:59	27	15	20	90.00
10:00-10:59	24	10	16	80.00
11:00-11:59	25	20	14	83.33
12:00-12:59	28	19	10	93.33
13:00-13:59	22	18	9	73.33
14:00-14:59	22	20	10	73.33
15:00-15:59	25	15	17	83.33
16:00-16:59	7	6	1	23.33
17:00-17:59	18	16	9	60.00
18:00-18:59				
19:00-19:59	7	7	0	23.33
20:00-20:59	2	1	1	6.66
21:00-21:59				
22:00-22:59				
23:00-23:59				
	28	20	20	

Peak Voicemail Port Usage

Capacity Planning Report Description

Shows peak Voicemail Port usage per day on a per service basis. Allows you to clearly see when it's time to add more Voicemail Port and/or ESP licences.

Report: **Peak Voicemail Port Usage**
For: **All**
Date Range: **This Week**



Date	Name	Location	Port Capacity	Peak Usage	EA Capacity	Peak EA	Peak VM	Peak AA	Peak Recording	Peak Conference	Peak Queue	Percent Used
Wed, 4th Nov												
Mon, 2nd Nov	BuiltIn	DemoCallServer	8	7	2	3	2	4	3	3	2	87.50
Tue, 3rd Nov	BuiltIn	DemoCallServer	8	6	2	3	3	5	3	3	5	75.00
			8	7	2	3	3	5	3	3	5	

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format

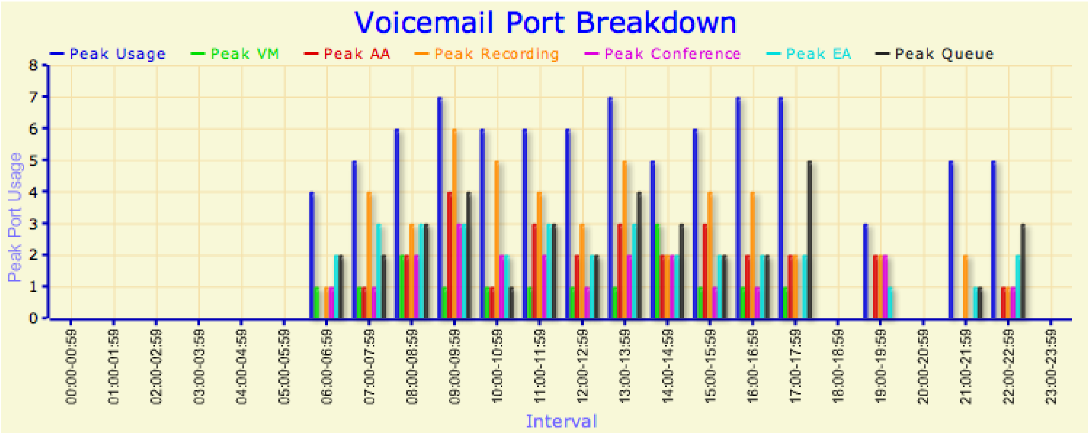
Report Columns

Date	Day, Date and Month
Name	Name allocated to the voice processing system on maximiser
Location	Name of the maximiser Call Server, or standalone Apple Mac OS X/Linux Server/PC on which the Voice Processing Application is running
Port Capacity	The maximum number of available Voicemail Ports
Peak Usage	The maximum no of ports used simultaneously by all Voice Processing services at any one time during the day
EA Capacity	The maximum number of available Extended Auto Attendant/Enhanced Speech Processing/Interactive Voice Response channels
Peak EA	The maximum no of channels used simultaneously by the Extended Auto Attendant/Enhanced Speech Processing/Interactive Voice Response service at any one time during the day
Peak VM	The maximum no of channels used simultaneously by the Voicemail service at any one time during the day
Peak AA	The maximum no of channels used simultaneously by the standard Auto Attendant service at any one time during the day
Peak Recording	The maximum no of channels used simultaneously by the Call Recording service at any one time during the day
Peak Conference	The maximum no of channels used simultaneously by the Meet-Me-Conference service at any one time during the day
Peak Queue	The maximum no of channels used simultaneously by the In-Queue Message service at any one time during the day
Percentage Used	The Peak Usage divided by Port Capacity expressed as a percentage

Drill Down Report

Drill down on Date gives graph and statistics broken down into hourly segments.

Report: **Voicemail Port Breakdown**
For: **1**
Date Range: **From: 2009-11-03, To: 2009-11-04**



Interval	EA Capacity	Peak Usage	Port Capacity	Percent Used	Peak VM	Peak AA	Peak Recording	Peak Conference	Peak EA	Peak Queue
00:00-00:59	2									
01:00-01:59	2									
02:00-02:59	2									
03:00-03:59	2									
04:00-04:59	2									
05:00-05:59	2									
06:00-06:59	2	4	8	50.00	1	0	1	1	2	2
07:00-07:59	2	5	8	62.50	1	1	4	1	3	2
08:00-08:59	2	6	8	75.00	2	2	3	2	3	3
09:00-09:59	2	7	8	87.50	1	4	6	3	3	4
10:00-10:59	2	6	8	75.00	1	1	5	2	2	1
11:00-11:59	2	6	8	75.00	1	3	4	2	3	3
12:00-12:59	2	6	8	75.00	1	2	3	1	2	2
13:00-13:59	2	7	8	87.50	1	3	5	2	3	4
14:00-14:59	2	5	8	62.50	3	2	2	2	2	3
15:00-15:59	2	6	8	75.00	1	3	4	1	2	2
16:00-16:59	2	7	8	87.50	1	2	4	1	2	2
17:00-17:59	2	7	8	87.50	1	2	2	0	2	5
18:00-18:59	2									
19:00-19:59	2	3	8	37.50	0	2	2	2	1	0
20:00-20:59	2									
21:00-21:59	2	5	8	62.50	0	0	2	0	1	1
22:00-22:59	2	5	8	62.50	0	1	1	1	2	3
23:00-23:59	2									
	2	7	8		3	4	6	3	3	5

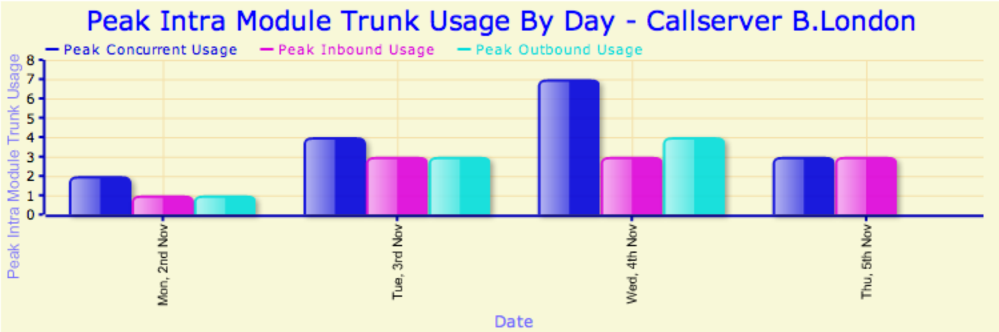
Peak IntraModule Trunk Usage

Capacity Planning Report Description

Shows the peak number of calls between Call Servers over IP trunks. Broken down into inbound, outbound calls and total calls, this report clearly identifies when more bandwidth is required on these IntraModule Trunks to prevent calls being blocked.

Report: **Peak IntraModule Trunk Usage**
For: **All**
Date Range: **This Week**

Date	Trunk Name	Peak Concurrent Usage	Peak Outbound Usage	Peak Inbound Usage	Maximum Trunk Capacity	Peak Percentage Used
Mon, 2nd Nov	Callserver A.Watford	2	1	1	8	25.00
Tue, 3rd Nov	Callserver A.Watford	4	3	3	8	50.00
Wed, 4th Nov	Callserver A.Watford	7	3	4	8	87.50
Thu, 5th Nov	Callserver A.Watford	3	3	0	8	37.50
		7	3	4	8	87.50



Date	Trunk Name	Peak Concurrent Usage	Peak Outbound Usage	Peak Inbound Usage	Maximum Trunk Capacity	Peak Percentage Used
Mon, 2nd Nov	Callserver B.London	2	1	1	8	25.00
Tue, 3rd Nov	Callserver B.London	4	3	3	8	50.00
Wed, 4th Nov	Callserver B.London	7	4	3	8	87.50
Thu, 5th Nov	Callserver B.London	3	0	3	8	37.50
		7	4	3	8	87.50

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format

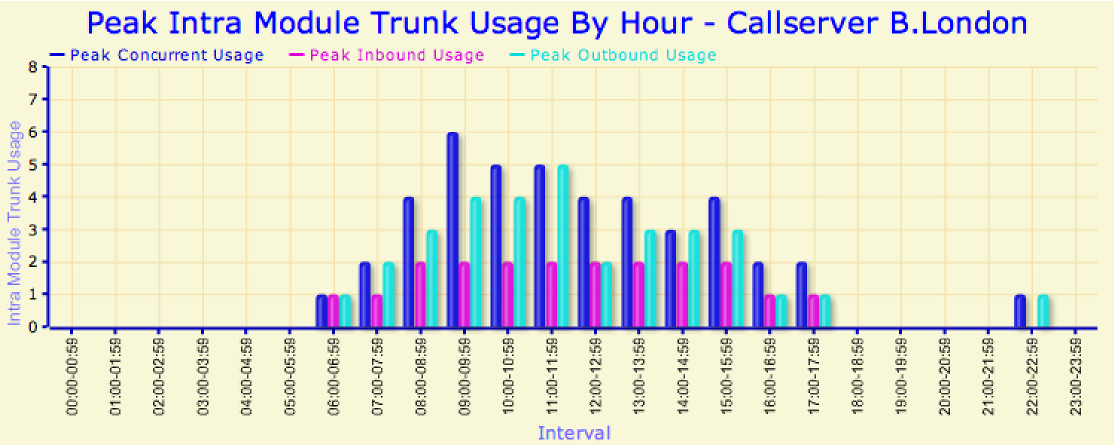
Report Columns

Date	Day, Date and Month
Trunk Name	The name given to the IntraModule Trunk on maximiser
Peak Concurrent Usage	The maximum total number of IntraModule Trunk channels used simultaneously on that date
Peak Outbound Usage	The maximum number of IntraModule Trunk channels used for simultaneous outbound calls on that date
Peak Inbound Usage	The maximum number of IntraModule Trunk channels used for simultaneous inbound calls on that date
Maximum Trunk Capacity	The total number of IntraModule Trunk channels available. This information is obtained from maximiser
Peak Percentage Used:	The Peak Concurrent Usage divided by Maximum Trunk Capacity expressed as a percentage

Drill Down Report

Drill down on Date gives graph and statistics broken down into hourly segments.

Report: **Peak IntraModule Trunk Breakdown**
For: **Callserver B London**
Date Range: **From: 2009-11-04, To: 2009-11-05**



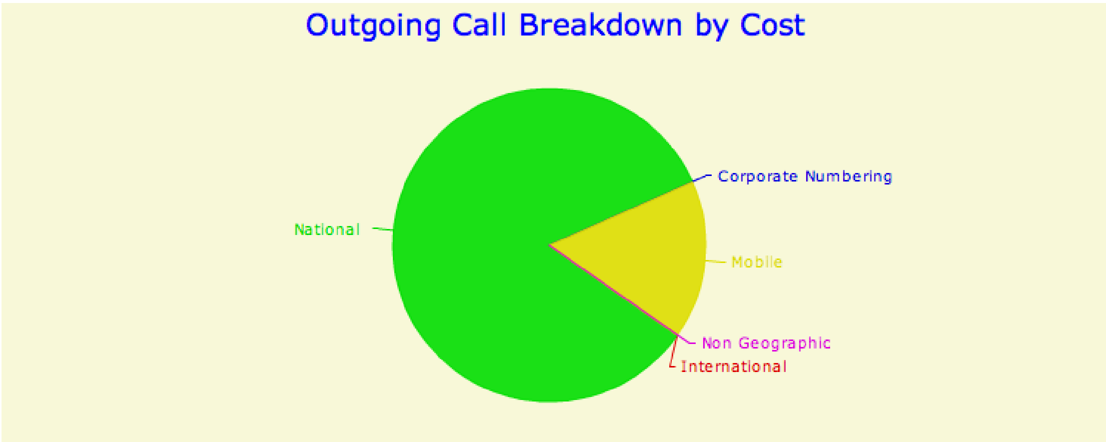
Interval	Peak Concurrent Usage	Peak Outbound Usage	Peak Inbound Usage	Maximum Trunk Capacity	Peak Percentage Used
00:00-00:59					
01:00-01:59					
02:00-02:59					
03:00-03:59					
04:00-04:59					
05:00-05:59					
06:00-06:59	1	1	1	8	12.50
07:00-07:59	2	2	1	8	25.00
08:00-08:59	4	3	2	8	50.00
09:00-09:59	6	4	2	8	75.00
10:00-10:59	5	4	2	8	62.50
11:00-11:59	5	5	2	8	62.50
12:00-12:59	4	2	2	8	50.00
13:00-13:59	4	3	2	8	50.00
14:00-14:59	3	3	2	8	37.50
15:00-15:59	4	3	2	8	50.00
16:00-16:59	2	1	1	8	25.00
17:00-17:59	2	1	1	8	25.00
18:00-18:59					
19:00-19:59					
20:00-20:59					
21:00-21:59					
22:00-22:59	1	1	0	8	12.50
23:00-23:59					
	6	5	2	8	75

Outgoing Call Breakdown

Cost Analysis Report Description

Allows outgoing calls to be broken down by call type, i.e. National, International, Mobile, Non-Geographic, etc.

Report: **Outgoing Call Breakdown**
For: **All**
Date Range: **This Year**



Destination Type	# Calls	Total Time	Total Cost
International	9	00:43:20	0.00
National	1071	92:48:31	395.25
Corporate Numbering	1	00:00:42	0.00
Mobile	122	09:42:00	77.42
Non Geographic	130	02:45:54	0.00
	1333	106:00:27	£ 472.67

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the “Show” line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the “For” box

Report Columns

Destination Type	Type of outbound call made, i.e. International, National, Mobile, Non-Geographic, Corporate Numbering, etc.
Number of Calls	Total number of calls made in the overall Report Period to the Destination Type
Total Time	Total call time over the duration of overall Report Period to the Destination Type
Total Cost	Total cost of the calls made over the duration of the overall Report Period to the Destination Type

Drill Down Report

Drill down on Destination Type gives further granularity.

Drill Down Outgoing Calls
For: All
Dates: Last 90 Days
Time Filter: between '00:00' AND '23:59'
Filtered on: International

Outgoing Call Breakdown by Cost - All

Destination Type	Number of Calls	Total Duration	Total Cost
Germany	9	00:00:24	0.000
Ireland Mobile	5	00:01:16	0.000
Pakistan Mobile	1	00:07:54	0.000
Unknown	8	00:00:06	0.000
	23	580	£ 0

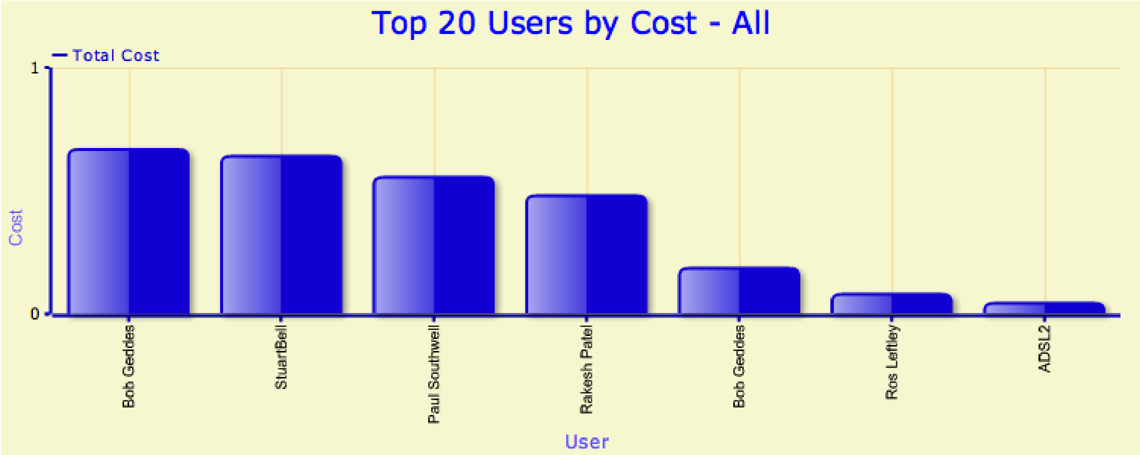
A further drill down on Destination Type delivers the standard drill down report.

Top Outgoing Call Users by Cost

Cost Analysis Report Description

Shows who's spent most on outgoing calls over a manager/administrator definable time period.

Top Outgoing Call Users By Cost
For: All
Dates: Today
Time Filter: between '00:00' AND '23:59'



Cost Owner	Extension	Name	# Calls	Total Cost
Bob Geddes	707	Bob Geddes	3	0.674
StuartBell	720	StuartBell	4	0.646
Paul Southwell	718	Paul Southwell	3	0.559
Rakesh Patel	714	Rakesh Patel	3	0.485
Brian Frampton	707	Bob Geddes	2	0.190
Ros Leftley	704	Ros Leftley	3	0.085
Adam Houston	01923286594	ADSL2	3	0.048
			21	£ 2.69

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

Report Columns

Cost Owner	The cost owner for billing purposes
Extension	Extension number that made the outgoing calls
Name	Name associated with the extension number that made the outgoing calls
Number of Calls	Total number of outbound calls made by the Extension/Name over the overall Report Period
Total Cost	Total cost of the outbound calls made by the Extension/Name over the overall Report Period

Drill Down Report

Standard drill down report available on Cost Owner or Name.

Itemised Cost Report

Cost Analysis Report Description

Shows a complete list of individual outgoing calls over a user definable time period.

Itemised Cost Report
For: All
Dates: Today
Time Filter: between '00:00' AND '23:59'

Adam Houston

Time	Forwarded By	Cost Centre	Name	Extension	Destination Name	Number Dialled	Connected Duration	Cost
2010-01-22 10:32:23			ADSL2	01923286594	Adam Houston	07809121600	00:00:04	0.011
2010-01-22 10:33:49			ADSL2	01923286594	Adam Houston	07809121600	00:00:10	0.025
2010-01-22 10:35:03			ADSL2	01923286594	Adam Houston	07809121600	00:00:05	0.012
	0	0					00:00:19	£ 0.05

Bob Geddes

Time	Forwarded By	Cost Centre	Name	Extension	Destination Name	Number Dialled	Connected Duration	Cost
2010-01-22 09:10:07		Bob Geddes	Bob Geddes	707	Steve Mills..	07713252409	00:00:08	0.021
2010-01-22 09:09:23		Bob Geddes	Bob Geddes	707	Bob Geddes	07860427852	00:01:09	0.173
2010-01-22 09:11:00		Bob Geddes	Bob Geddes	707	Bob Geddes	07860427852	00:03:12	0.480
	0						00:04:29	£ 0.67

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Account Code	Enter individual customer Account Code as defined on maximiser

Report Columns

Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Forwarded by	The person who caused this call to be forwarded
Cost Centre	User that made the call
Name	Name of the caller
Extension	Extension number associated with the caller
Destination Name	The name associated with the number called (if matched in the Contacts database on the **max**imiser)
Number Dialled	The number called
Connected Duration	The total time that this call was connected
Cost	The cost associated with this call dependent on the Price Scheme entered

Drill Down Report

Standard drill down report available on Time.

Total Cost By Account Code

Cost Analysis Report Description

Shows a complete list of calls and associated costs broken down by Account Code over a user definable time period.

Total Cost By Account Code
For: All
Dates: Today
Time Filter: between '00:00:00' AND '23:59:59'

Contact	Account Code	Number of Calls	Total Time	Total Cost
Company A	2222	4	00:00:36	0.09
Company B	3333	3	00:00:19	0.04
Company C	4444	1	00:00:06	0.01
Company D	5555	3	00:00:27	0.06
		11	00:01:28	0.20

Configuration Options

Report Period	Select from 11 presets or Custom start date -end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Account Code	Enter individual customer Account Code as defined on maximiser

Report Columns

Contact	Contact name associated with the Account Code
Account Code	Account Code
Number of Calls	The total number of calls made using this Account Code
Total Time	The total time of all calls made using this account code
Total Cost	The total cost of all calls made using this account code

Drill Down Report

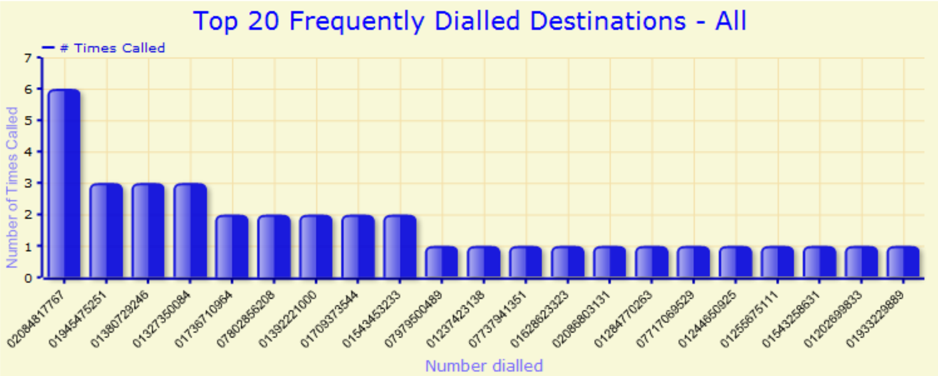
Drill down on Account Code takes you to the Itemised Cost report (see next section).

Frequently Called Destinations

Cost Analysis Report Description

Shows which numbers have been called the most. This report can be run for internal numbers only, external number only, or all numbers.

Frequently Called Destinations
For: All
Dates: This Month
Time Filter: between '00:00:00' AND '23:59:59'



# Times Called	Number Dialled	Total Connected Time	Total Cost
6	02084817767	00:12:03	0.339
3	01945475251	00:00:37	0.019
3	01380729246	00:00:38	0.019
3	01327350084	00:00:45	0.017
2	01736710964	00:06:21	0.127
2	07802856208	00:00:44	0.111
2	01392221000	00:02:00	0.061
2	01709373544	00:10:44	0.322
2	01543453233	00:08:20	0.251
1	07979500489	00:01:21	0.202
1	01237423138	00:00:33	0.016
1	07737941351	00:05:21	0.374
1	01332365932	00:13:51	0.415
1	02086551175	00:12:11	0.366
1	01279451945	00:00:27	0.014
1	01736368663	00:00:51	0.025
1	01388730587	00:11:35	0.232
1	07773096408	00:06:33	0.984
1	01233625153	00:10:05	0.303
1	02087483139	00:00:26	0.013
1	01514272115	00:03:26	0.103
1	1583254017	00:01:24	0.000
1	01915846784	00:00:31	0.016
1	01922691258	00:24:18	0.729
1	01792781727	00:09:01	0.271
133		09:27:53	£ 18.721

Grand Total: £18.72

Configuration Options

Report Period	Select from 11 presets or Custom then select a start date, end date and In Time Period
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the “Show” line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the “For” box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Times Called	The number of times that this number has been called over the duration of the Report Period
Number Dialled	The number called
Total Connected Time	The total time that calls were connected to the Number Dialled over the duration of the Report Period
Total Cost	The total cost for calls associated with calls to the Number Dialled over the duration of the Report Period

Drill Down Report

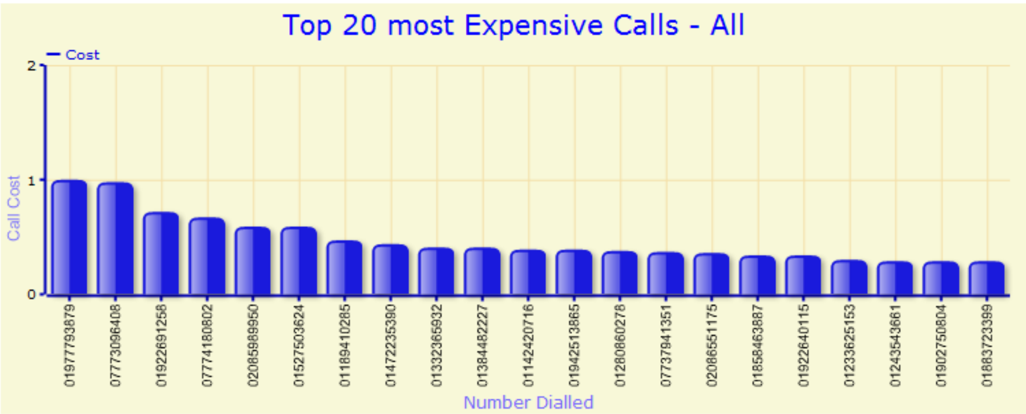
Standard drill down report available on Number Dialled

Most Expensive Calls

Cost Analysis Report Description

Produces a list of the most expensive individual calls, based on cost. Shows the number called and who made the call. Produces a bar graph for the 20 most expensive calls and a table for all calls.

Most Expensive Calls
For: All
Dates: This Month
Time Filter: between '00:00:00' AND '23:59:59'



Time	Forwarded By	Cost Centre	Name	Extension	Destination Name	Number Dialled	Duration (s)	Cost
2011-09-02 16:29:28		Betsy Jones	Betsy Jones	2004		01977793879	00:34:10	1.00
2011-09-02 11:59:21		Simon Jones	Simon Jones	2002		07773096408	00:06:54	0.98
2011-09-06 15:19:48		Simon Jones	Simon Jones	2002		01922691258	00:28:27	0.72
2011-09-02 10:39:14		Angela Collins	Angela Collins	2001		07774180802	00:04:40	0.67
2011-09-06 14:59:44		Simon Jones	Simon Jones	2002		02085989950	00:20:04	0.59
2011-09-02 16:07:28		Betsy Jones	Betsy Jones	2004		01527503624	00:20:05	0.59
2011-09-09 15:23:57		Angela Collins	Angela Collins	2001		01189410285	00:16:07	0.47
2011-09-01 16:10:56		Betsy Jones	Betsy Jones	2004		01472235390	00:14:55	0.44
2011-09-06 09:18:55		Simon Jones	Simon Jones	2002		01332365932	00:14:02	0.41
2011-09-02 15:03:27		Simon Jones	Simon Jones	2002		01384482227	00:14:02	0.41
2011-09-06 11:55:37		Angela Collins	Angela Collins	2001		01142420716	00:13:36	0.39
2011-09-06 16:07:32		Simon Jones	Simon Jones	2002		01942513865	00:13:23	0.39
2011-09-08 16:26:47		Simon Jones	Simon Jones	2002		01280860278	00:13:17	0.38
2011-09-04 09:29:39		Angela Collins	Angela Collins	2001		07737941351	00:05:35	0.37
2011-09-01 16:46:39		Simon Jones	Simon Jones	2002		02086551175	00:12:31	0.36
2011-09-01 15:40:53		Angela Collins	Angela Collins	2001		01858463887	00:11:52	0.34

2011-09-07 10:37:07		Angela Collins	Angela Collins	2001	Conglomo PLC	02084817767	00:00:59	0.02
2011-09-06 10:41:34		Angela Collins	Angela Collins	2001		01543258631	00:01:34	0.02
2011-09-06 10:27:14		Simon Jones	Simon Jones	2002		01736368663	00:01:05	0.02
2011-09-06 13:56:39		Angela Collins	Angela Collins	2001		01895232203	00:01:05	0.02
2011-09-06 09:44:21		Simon Jones	Simon Jones	2002		01213579238	00:01:05	0.02
2011-09-07 10:36:01		Angela Collins	Angela Collins	2001	Conglomo PLC	02084817767	00:00:39	0.01
2011-09-01 11:13:36		Simon Jones	Simon Jones	2002		07952219980	00:00:20	0.01
2011-09-09 13:09:29		Angela Collins	Angela Collins	2001		01915846784	00:00:40	0.01
2011-09-09 09:15:54		Simon Jones	Simon Jones	2002		01625523226	00:01:00	0.01
2011-09-06 16:23:44		Simon Jones	Simon Jones	2002		01237423138	00:01:03	0.01
2011-09-11 10:55:58		Simon Jones	Simon Jones	2002		01736710964	00:01:01	0.01
2011-09-11 10:54:24		Simon Jones	Simon Jones	2002		01244650925	00:01:28	0.01
	0						09:59:02	£ 18.020

Grand Total: £18.02

Configuration Options

Report Period	Select from 11 presets or Custom then select a start date, end date and In Time Period
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

Report Columns

Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Forwarded by	The User that caused this call to be forwarded
Cost Centre	The Cost Centre associated with this call for billing purposes
Name	Name of the caller
Extension	Extension number associated with the caller
Destination Name	The name associated with the number called (if entered on maximiser)
Number Dialled	The number called
Connected Duration	The total time that this call was connected
Cost	The cost associated with this call dependent on the Pricing Scheme entered

Drill Down Report

Standard drill down report available on Number Dialled.

Forwarded Calls Cost By User

Cost Analysis Report Description

Produces a list of forwarded calls, their associated costs and who was responsible for forwarding the call.

Forwarded Calls Cost By User
For: All
Dates: Today
Time Filter: between '00:00' AND '23:59'

Datetime	Forwarded By	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 08:16:44		Ros Leftley	704		01628624158	00:00:30	0.015
2010-01-15 08:46:56		Bob Geddes	707	Bob Geddes	07860427852	00:00:27	0.068
2010-01-15 09:03:09		Ros Leftley	704	Ros Leftley	01442879662	00:08:58	0.269
2010-01-15 09:16:19		Abid Bhatti	717	Abid Bhatti	07876202384	00:03:07	0.468
2010-01-15 09:19:48	Matt Hilder	Ros Leftley	704	Matt Hilder	07890783618	00:08:23	1.258
2010-01-15 09:37:07		Robin Hayman	705	Robin Hayman	07785902394	00:00:09	0.023
2010-01-15 09:59:24			2206		01923287744	00:01:06	0.033
2010-01-15 10:02:41		Robin Hayman	705	Robin Hayman	07785902394	00:00:15	0.036
2010-01-15 10:04:38		Robin Hayman	705	Robin Hayman	07785902394	00:00:11	0.028
2010-01-15 10:19:26	Matt Hilder	Premier EDA Solutions Ltd	01920876250	Matt Hilder	07890783618	00:15:59	2.398
2010-01-15 10:36:28		Paul Southwell	718	Jim Westhead	01612142011	00:00:18	0.009
2010-01-15 10:59:21		Pete Thompson	708	Pete Thompson	07802717013	00:01:02	0.155
2010-01-15 10:59:33		Abid Bhatti	717	Abid Bhatti	07876202384	00:00:46	0.115
2010-01-15 11:00:58		Ros Leftley	704	Anna Thompson	01582883385	00:06:06	0.183
2010-01-15 11:22:15		Ros Leftley	704	Mike White	01494453731	00:00:09	0.004
2010-01-15 11:23:01		Ros Leftley	704	Ian Shadbolt	01494795183	00:00:35	0.018
2010-01-15 11:49:04		Robin Hayman	705	Conor & Stuart Communications	01923221515	00:04:57	0.148
2010-01-15 12:06:33		Paul Southwell	718		07792488810	00:12:08	1.821
2010-01-15 13:17:00		Ros Leftley	704	Ian Shadbolt	01494795183	00:00:16	0.008
2010-01-15 13:44:57		Robin Hayman	705	Conor & Stuart Communications	01923221515	00:01:53	0.056
2010-01-15 13:46:06		Kitchen Meeting Room	715	Charles Huggett	07515357553	00:04:25	0.664
2010-01-15 13:57:34		StuartBell	720	StuartBell	128007917785086	00:05:21	0.160
						01:17:01	£ 7.94

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

Report Columns

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Forwarded By	The user who caused this call to be forwarded
Source Name	Name of the caller (if entered on **max**imiser)
Source Number	The external or extension number from which the caller placed the call (if presented)
Target Name	The name associated with the number called (if entered on **max**imiser)
Target Number	The number called
Connected	The total time that this call was connected
Total Cost	The cost associated with this call

Drill Down Report

Standard drill down report available on Date & Time.

Cost Report Filtered By Cost Centre

Cost Analysis Report Description

Produces a list of forwarded calls and their associated cost centres.

Cost Report Filtered By Cost Centre
For: All
Dates: Today
Time Filter: between '00:00' AND '23:59'

Ros Leftley

Datetime	Cost Centre	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 08:16:44	Ros Leftley	Ros Leftley	704		01628624158	00:00:30	0.015
				0		00:00:30	£ 0.01

Bob Geddes

Datetime	Cost Centre	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 08:46:56	Bob Geddes	Bob Geddes	707	Bob Geddes	07860427852	00:00:27	0.068
						00:00:27	£ 0.07

Ros Leftley

Datetime	Cost Centre	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 09:03:09	Ros Leftley	Ros Leftley	704	Ros Leftley	01442879662	00:08:58	0.269
						00:08:58	£ 0.27

Abid Bhatti

Datetime	Cost Centre	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 09:16:19	Abid Bhatti	Abid Bhatti	717	Abid Bhatti	07876202384	00:03:07	0.468
						00:03:07	£ 0.47

Ros Leftley

Datetime	Cost Centre	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 09:19:48	Ros Leftley	Ros Leftley	704	Matt Hider	07890783618	00:08:23	1.258
						00:08:23	£ 1.26

Robin Hayman

Datetime	Cost Centre	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 09:37:07	Robin Hayman	Robin Hayman	705	Robin Hayman	07785902394	00:00:09	0.023
						00:00:09	£ 0.02

Robin Hayman

Datetime	Cost Centre	Source Name	Source Number	Target Name	Target Number	Connected	Total Cost
2010-01-15 09:59:24			2208		01923287744	00:01:06	0.033
2010-01-15 10:02:41	Robin Hayman	Robin Hayman	705	Robin Hayman	07785902394	00:00:15	0.038
2010-01-15 10:04:38	Robin Hayman	Robin Hayman	705	Robin Hayman	07785902394	00:00:11	0.028
						00:01:32	£ 0.10

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
In Time Period	Allows report start and stop time to be defined in 24 hour format
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

Report Columns

Cost Centre	The Cost Centre to which this call is allocated
Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source Name	Name of the caller (if entered on **max**imiser)
Source Number	The external or extension number from which the caller placed the call (if presented)
Target Name	The name associated with the number called (if entered on **max**imiser)
Target Number	The number called

Connected	The total time that this call was connected
Total Cost	The cost associated with this call

Drill Down Report

Standard drill down report available on Date & Time.

Transferred Calls By Cost

Cost Analysis Report Description

Produces a list of calls received and then transferred externally and their costs.

Transferred calls by cost
For: Robin Hayman
Dates: Last Month
Time Filter: between '00:00:00' AND '23:59:59'

Original Target	Transfered By	Source Name	Source Number	Target Name	Target Number	Connected Duration	Total Cost
RaxIP530	RaxIP530	Robin Hayman	705	Robin Hayman	07785902394	20.710	0.052
RaxIP530	RaxIP530	Robin Hayman	705	Robin Hayman	07785902394	13.660	0.034
RaxIP530	RaxIP530	Robin Hayman	705	Robin Hayman	07785902394	8.350	0.021
Robin Hayman	Robin Hayman	Southern Communications	08450567765	Abid Bhatti	07876202384	119.410	0.299
						162.13	£ 0.406

Grand Total: £0.41

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

Report Columns

Original Target	The name of the User or Department that the call was originally sent to
Transferred By	The name of the User or Department responsible for transferring the call
Source Name	Name of the caller (if entered on maximiser)
Source Number	The external or extension number from which the caller placed the call (if presented)
Target Name	The name associated with the number called (if entered on maximiser) for the transferred call
Target Number	The number called for the transferred call
Connected Duration	The total time that this call was connected
Total Cost	The cost associated with this call

Drill Down Report

No drill down is available for this report.

Trunk To Trunk Calls

Cost Analysis Report Description

Produces a list of destination numbers called, which have had incoming calls redirected to them alongside their associated costs.

Trunk To Trunk Calls
For: All
Dates: Last Month
Time Filter: between '00:00:00' AND '23:59:59'

Destination	Number of Calls	Total Time	Net Cost	VAT	Total Cost
103287730	2	00:00:07	0.00	0.00	0.00
103287731	25	00:10:26	0.00	0.00	0.00
	27	00:10:33	£ 0	£ 0	£ 0

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For Prefix	Shows a drop-down list of forwarding prefix numbers
Uplift %	Allows cost to be increased by a manually entered percentage when using this report to generate a bill. Overrides the standard Uplift percentage.
VAT %	Allows VAT to be added manually as a percentage when using this report to generate a bill. Overrides the standard VAT percentage

Report Columns

Destination	The telephone number which incoming calls have been redirected to.
Number of Calls	The number of calls made in a specific time period to the specific number
Total Time	The total time that these calls were connected for
Net Cost	The cost of these calls, including the uplift %, but excluding VAT
VAT	The VAT cost associated with these calls
Total Cost	The total cost associated with calls to this destination, including uplift % and VAT

Drill Down Report

No drill down is available for this report.

First and Last Calls

Call Performance Profile Report Description

Provides a daily list of first, first answered, last answered and last inbound calls, along with first and last outbound calls. Shows who's first to start working and last to leave.

Report: **First and Last Calls**
For: **All**
Date Range: **This Week**

Date	First Call In	First Answered Call In	First Call Out	Last Call Out	Last Answered Call In	Last Call In
2009-11-01	08:10:30	08:38:35	08:51:51	17:25:37	17:32:05	21:08:55
2009-11-02	08:27:51	09:12:23	09:15:54	17:44:51	17:11:39	21:20:55
2009-11-03	06:26:23	08:31:37	10:01:31	17:30:09	17:24:45	20:50:15
2009-11-04	08:38:03	09:18:12	10:54:24	13:02:33	12:50:39	22:18:12
2009-11-05	08:30:54	08:30:54	09:18:45	16:53:22	17:16:12	21:40:22

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Date	Date in yyyy-mm-dd format
First Call In	Time of the first call in
First Answered Call In	Time of the first call in that was answered
First Call Out	Time of the first call out
Last Call Out	Time of the last call out
Last Answered Call In	Time of the last call in that was answered
Last Call In	Time of the last call in

Drill Down Report

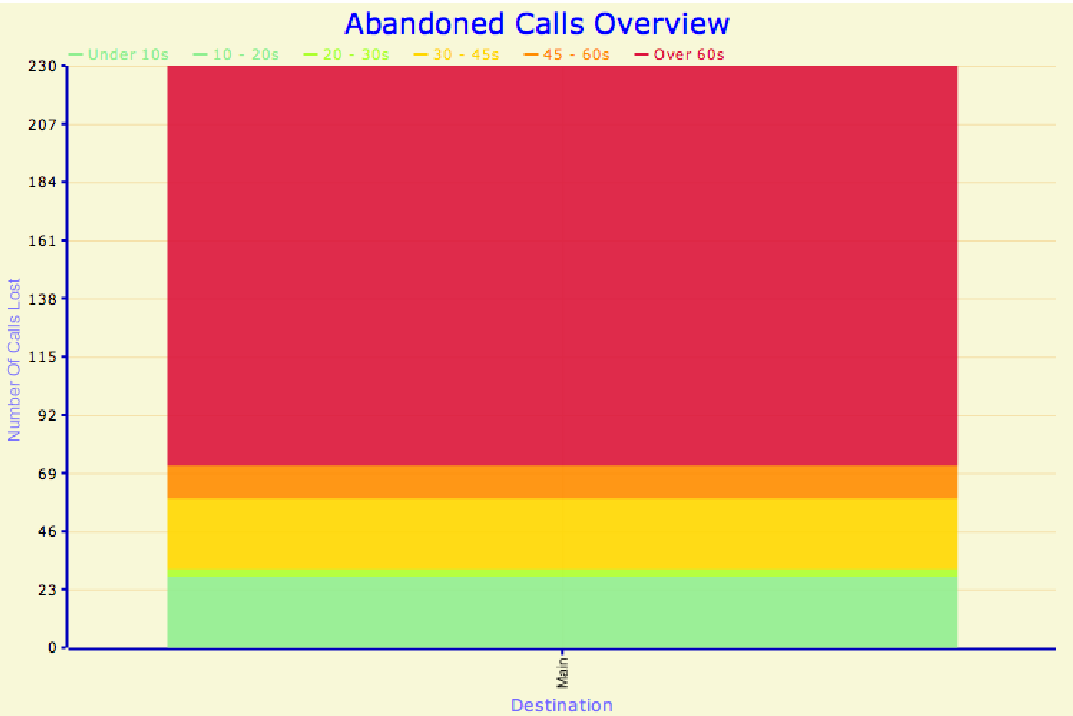
Standard drill down reports available on individual calls.

Abandoned Calls Overview

Call Performance Profile Report Description

Produces a graphical representation and table of how many callers are hanging up, which numbers they're calling and how long they're waiting before they do so. The time taken for callers to hang-up periods are broken down into bands and colour coded to make the trends easier to see.

Report: **Abandoned Calls Overview**
For: **All**
Date Range: **This Week**



Destination Name	Destination Number	Total Abandoned	Min Time	Max Time	Avg Time	Under 10s	10 - 20s	20 - 30s	30 - 45s	45 - 60s	Over 60s
Main	8000	230	00:00:01	00:14:17	00:02:29	14	14	3	28	13	158
		230	00:00:01	00:14:17	00:02:29	14	14	3	28	13	158

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Duration Longer Than	Searches for all calls that have been abandoned after a specific time period in seconds.
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Destination Name	The name associated with the number called
Destination Number	Extension number associated with the number called
Total Abandoned	The total number of calls to this name/number that were abandoned during the Report Period
Minimum Time	The shortest duration a call rang for before the caller hung-up
Maximum Time	The longest duration a call rang for before the caller hung-up
Average Time	The average duration a call rang for before the caller hung-up over the Report Period

Under 10 seconds	The total number of calls that were abandoned after ringing for less than 10 seconds
10 – 20 seconds	The total number of calls that were abandoned after ringing between 10 and 20 seconds
20 - 30 seconds	The total number of calls that were abandoned after ringing between 20 and 30 seconds
30 – 45 seconds	The total number of calls that were abandoned after ringing between 30 and 45 seconds
45 - 60 seconds	The total number of calls that were abandoned after ringing between 45 and 60 seconds
Over 60 seconds	The total number of calls that were abandoned after ringing for more than 60 seconds

Drill Down Report

Drill down on Destination Number takes you to the Abandoned Calls Total report (see next section).

Abandoned Calls Detail

Call Performance Profile Report Description

Provides individual call details behind the Abandoned Calls Overview report. Helps to reduce potential lost business through abandoned calls to an absolute minimum.

Abandoned Calls Detail
For: All
Dates: Yesterday
Time Filter: between '00:00' AND '23:59'

Abandoned Calls Summary

Total Abandoned Calls	Lost Abandoned Calls	They Called Back	We Called Back
7	2	5	0

Total Abandoned Calls

Date	Calling Number	Calling Name	Destination Number	Destination Name	Wait
2010-02-03 09:10:31	01212700370	Birmingham	200	Support	00:00:44
2010-02-03 09:23:34	01923286594	ADSL2	200	Support	00:00:07
2010-02-03 10:58:56	01419414100	TCF Communications Limited	200	Support	00:00:12
2010-02-03 14:21:28	07957722710	Graham Mills	200	Support	00:01:12
2010-02-03 16:37:00	02079785511	London	200	Support	00:00:00
2010-02-03 16:39:37	02079785511	London	200	Support	00:00:00
2010-02-03 17:08:38		PRIVATE	200	Support	00:00:53
					Min 00:00:00 Max 00:01:12 Avg 00:00:26

Abandoned Calls That Were Lost

Date	Calling Number	Calling Name	Destination Number	Destination Name
2010-02-03 10:58:56	01419414100	TCF Communications Limited	200	Support
2010-02-03 17:08:38		PRIVATE	200	Support

Abandoned Callers That Have Called Back In

Date	Calling Number	Calling Name	Destination Number	Destination Name	Retried at	Spoke To
2010-02-03 09:10:31	01212700370	Birmingham	200	Support	2010-02-03 10:06:43	719(Charles Huggett)
2010-02-03 09:23:34	01923286594	ADSL2	200	Support	2010-02-03 09:24:13	714(Rakesh Patel)
2010-02-03 14:21:28	07957722710	Graham Mills	200	Support	2010-02-03 14:23:57	718(Paul Southwell)
2010-02-03 16:37:00	02079785511	London	200	Support	2010-02-03 16:39:45	718(Paul Southwell)
2010-02-03 16:39:37	02079785511	London	200	Support	2010-02-03 16:39:45	718(Paul Southwell)

Abandoned Callers That We Have Called Back

Date	Calling Number	Calling Name	Destination Number	Destination Name	Retried at	Called By

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Duration Longer Than	Searches for all calls that have been abandoned after a specific time period in seconds.
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Abandoned Calls Summary

Total Abandoned Calls	The total number of abandoned calls over the Report Period
Lost Abandoned Calls	The total number of calls where the caller hung-up and have neither called back, not have been called back, over the Report Period
They Called Back	The total number of calls where the caller hung-up, but they later called back, over the Report Period
We Called Back	The total number of calls where the caller hung-up, but we later called them back, over the Report Period

Abandoned Calls Total

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in maximiser)
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Wait(s)	The duration that the caller waited for before hanging-up

Abandoned Calls That Were Lost

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in maximiser)
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called

Abandoned Callers That Have Called Back In

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in maximiser).
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called

Retried At	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number dialled back
Spoke To	Extension Number/Associated Name that the returning caller was connected to

Abandoned Callers That We Have Called Back

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in maximiser)
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Retried at	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number was called back
Called By	Extension Number/Associated Name of the person who called back the original caller

Drill Down Report

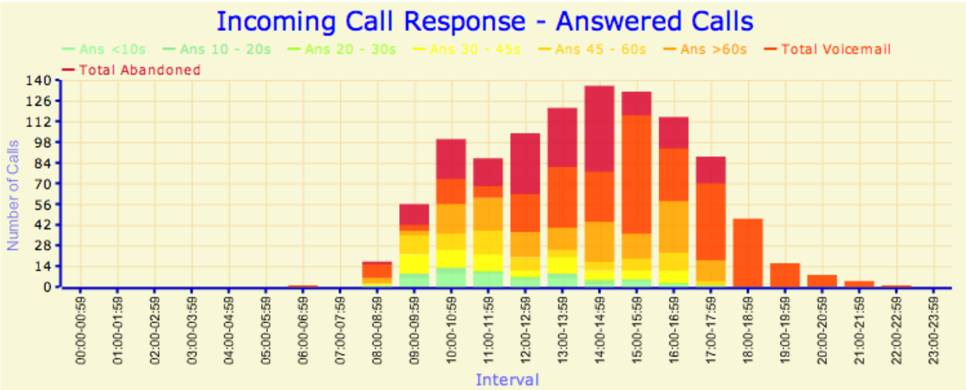
Standard drill down available on Date and Retried At.

Incoming Call Response

Call Performance Profile Report Description

Shows how quickly calls to a Department or Reporting Group were answered, how many went to voicemail and how many were abandoned. Results are grouped in hourly time bands.

Report: **Incoming Call Response**
For: **All**
Date Range: **This Week**



			<10s			<20s			<30s			<45s			<60s			>60s			Voicemail		Abandoned	
Interval	Total	Max Q	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Total	%	Total	%
00:00-00:59																								
01:00-01:59																								
02:00-02:59																								
03:00-03:59																								
04:00-04:59																								
05:00-05:59																								
06:00-06:59	1	1	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	1	100.00	0	0.00
07:00-07:59																								
08:00-08:59	17	1	1	0	5.88	1	0	5.88	1	0	5.88	2	0	11.76	2	1	11.76	4	1	23.53	9	52.94	2	11.76
09:00-09:59	56	1	6	3	10.71	9	2	16.07	9	0	16.07	22	5	39.29	35	0	62.50	3	4	5.36	4	7.14	14	25.00
10:00-10:59	100	7	9	4	9.00	13	5	13.00	13	1	13.00	25	2	25.00	36	1	36.00	20	14	20.00	17	17.00	27	27.00
11:00-11:59	87	3	9	1	10.34	10	1	11.49	11	2	12.64	22	4	25.29	38	0	43.68	22	11	25.29	8	9.20	19	21.84
12:00-12:59	104	17	5	2	4.81	6	2	5.77	7	0	6.73	11	3	10.58	20	3	19.23	17	31	16.35	26	25.00	41	39.42
13:00-13:59	121	22	6	2	4.96	9	0	7.44	9	0	7.44	20	4	16.53	25	6	20.66	15	28	12.40	41	33.88	40	33.06
14:00-14:59	136	11	2	1	1.47	4	2	2.94	5	0	3.68	11	8	8.09	17	1	12.50	27	46	19.85	34	25.00	58	42.65
15:00-15:59	132	9	4	2	3.03	5	2	3.79	5	0	3.79	11	1	8.33	19	1	14.39	17	10	12.88	80	60.61	16	12.12
16:00-16:59	115	5	2	2	1.74	2	1	1.74	3	0	2.61	11	4	9.57	23	0	20.00	35	14	30.43	36	31.30	21	18.26
17:00-17:59	88	3	1	2	1.14	1	0	1.14	1	0	1.14	1	1	1.14	4	0	4.55	14	15	15.91	52	59.09	18	20.45
18:00-18:59	46	2	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	46	100.00	0	0.00
19:00-19:59	16	1	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	16	100.00	0	0.00
20:00-20:59	8	1	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	8	100.00	0	0.00
21:00-21:59	4	1	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	4	100.00	0	0.00
22:00-22:59	1	1	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	1	100.00	0	0.00
23:00-23:59																								
	1032	86	45	19		60	15		64	3		136	32		219	13		174	174		383		256	

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the “Show” line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the “For” box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Interval	Timeband divided into hourly segments
Total	Total number of calls during each hourly timeband
Max Q	The maximum number of calls queuing at any one time during each hourly timeband
<10 seconds - Ans	The total number of calls answered in less than 10 seconds during each hourly timeband
<10 seconds - Aban	The total number of calls abandoned in less than 10 seconds during each hourly timeband

<10 seconds - % ans	The total number of calls answered in less than 10 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
<20 seconds - Ans	The total number of calls answered in less than 20 seconds during each hourly time band
<20 seconds - Aban	The total number of calls abandoned in less than 20 seconds during each hourly time band
<20 seconds - % ans	The total number of calls answered in less than 20 seconds, divided by total calls and expressed as a percentage, during each hourly time band
<30 seconds - Ans	The total number of calls answered in less than 30 seconds during each hourly timeband
<30 seconds - Aban	The total number of calls abandoned in less than 30 seconds during each hourly timeband
<30 seconds - % ans	The total number of calls answered in less than 30 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
<45 seconds - Ans	The total number of calls answered in less than 45 seconds during each hourly timeband
<45 seconds - Aban	The total number of calls abandoned in less than 45 seconds during each hourly timeband
<45 seconds - % ans	The total number of calls answered in less than 45 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
<60 seconds - Ans	The total number of calls answered in less than 60 seconds during each hourly timeband
<60 seconds - Aban	The total number of calls abandoned in less than 60 seconds during each hourly timeband
<60 seconds - % ans	The total number of calls answered in less than 60 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
Voicemail – Total	The total number of calls forwarded or transferred to voicemail, during each hourly timeband
Voicemail - %	The total number of calls forwarded or transferred to voicemail, divided by total calls and expressed as a percentage, during each hourly timeband
Abandoned – Total	The total number of calls abandoned during each hourly timeband
Abandoned - %	The total number of calls abandoned, divided by total calls and expressed as a percentage, during each hourly timeband

Drill Down Report

Standard drill down reports available on Total, Answered and Abandoned

Incoming Call Response Consise

Call Performance Profile Report Description

Shows how quickly calls to a Department or Group were answered, how many went to voicemail and how many were abandoned. Results are grouped in hourly time bands.

Incoming Call Response Concise

For: Main

Dates: From: 2012-12-03, To: 2012-12-09 (Last Week)

Time Filter: between '00:00:00' AND '23:59:59'

		<10s			<20s			<30s			<45s			<60s			>60s			Voicemail		Abandoned	
Interval	Total	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Total	%	Total	%
00:00-00:59																							
01:00-01:59																							
02:00-02:59																							
03:00-03:59																							
04:00-04:59																							
05:00-05:59																							
06:00-06:59																							
07:00-07:59																							
08:00-08:59	13	0	0	0.00	0	0	0.00	0	0	0.00	7	0	53.85	8	1	61.54	3	1	23.08	0	0.00	2	15.38
09:00-09:59	129	4	4	3.10	5	5	3.88	5	5	3.88	23	18	17.83	40	9	31.01	16	32	12.40	0	0.00	73	56.59
10:00-10:59	195	5	8	2.56	7	7	3.59	7	8	3.59	19	21	9.74	35	19	17.95	34	63	17.44	0	0.00	126	64.62
11:00-11:59	151	7	1	4.64	7	8	4.64	7	6	4.64	22	12	14.57	43	8	28.48	33	40	21.85	0	0.00	75	49.67
12:00-12:59	126	3	5	2.38	4	4	3.17	4	0	3.17	8	7	6.35	19	3	15.08	34	54	26.98	0	0.00	73	57.94
13:00-13:59	116	6	2	5.17	8	1	6.90	8	1	6.90	25	5	21.55	38	6	32.76	24	39	20.69	0	0.00	54	46.55
14:00-14:59	141	0	1	0.00	1	3	0.71	2	1	1.42	8	10	5.67	17	2	12.06	38	69	26.95	0	0.00	86	60.99
15:00-15:59	94	2	3	2.13	3	3	3.19	3	0	3.19	12	3	12.77	26	2	27.66	33	24	35.11	0	0.00	35	37.23
16:00-16:59	112	1	2	0.89	1	3	0.89	2	0	1.79	12	6	10.71	28	0	25.00	45	28	40.18	0	0.00	39	34.82
17:00-17:59	51	0	2	0.00	0	2	0.00	0	0	0.00	0	4	0.00	3	0	5.88	21	19	41.18	0	0.00	27	52.94
18:00-18:59																							
19:00-19:59																							
20:00-20:59																							
21:00-21:59																							
22:00-22:59																							
23:00-23:59																							
	1128	28	28		36	36		38	21		136	86		257	50		281	369		0		590	

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the “Show” line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the “For” box
DDI	Enter the DDI number to be reported on
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Interval	Timeband divided into hourly segments
Total	Total number of calls during each hourly timeband
<10 seconds - Ans	The total number of calls answered in less than 10 seconds during each hourly timeband
<10 seconds - Aban	The total number of calls abandoned in less than 10 seconds during each hourly timeband
<10 seconds - % ans	The total number of calls answered in less than 10 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
<20 seconds - Ans	The total number of calls answered in less than 20 seconds during each hourly timeband

<20 seconds - Aban	The total number of calls abandoned in less than 20 seconds during each hourly timeband
<20 seconds - % ans	The total number of calls answered in less than 20 seconds, divided by total calls and expressed as a percentage, during each hourly time band
<30 seconds - Ans	The total number of calls answered in less than 30 seconds during each hourly timeband
<30 seconds - Aban	The total number of calls abandoned in less than 30 seconds during each hourly timeband
<30 seconds - % ans	The total number of calls answered in less than 30 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
<45 seconds - Ans	The total number of calls answered in less than 45 seconds during each hourly timeband
<45 seconds - Aban	The total number of calls abandoned in less than 45 seconds during each hourly timeband
<45 seconds - % ans	The total number of calls answered in less than 45 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
<60 seconds - Ans	The total number of calls answered in less than 60 seconds during each hourly timeband
<60 seconds - Aban	The total number of calls abandoned in less than 60 seconds during each hourly timeband
<60 seconds - % ans	The total number of calls answered in less than 60 seconds, divided by total calls and expressed as a percentage, during each hourly timeband
Voicemail – Total	The total number of calls forwarded or transferred to voicemail, during each hourly timeband
Voicemail - %	The total number of calls forwarded or transferred to voicemail, divided by total calls and expressed as a percentage, during each hourly timeband
Abandoned – Total	The total number of calls abandoned during each hourly timeband
Abandoned - %	The total number of calls abandoned, divided by total calls and expressed as a percentage, during each hourly timeband

Drill Down Report

Standard drill down reports available on Total, Answered and Abandoned

Incoming Call Breakdown by Hour

Call Performance Profile Report Description

Identifies incoming call flow on an hourly basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned. This report is for Incoming external calls only (it does not include DDI to DDI calls).

Incoming Call Breakdown By Hour

For: All

Dates: From: 2012-11-01, To: 2012-11-30 (Last Month)

Time Filter: between '00:00:00' AND '23:59:59'

		Connected							Voicemail			Abandoned		
Interval	# Calls	Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
00:00-00:59														
01:00-01:59														
02:00-02:59														
03:00-03:59														
04:00-04:59														
05:00-05:59														
06:00-06:59														
07:00-07:59	27	19	0	00:02:58	00:01:05	00:18:00	00:06:15	01:58:45	0	00:00:00		8	00:02:57	00:00:38
08:00-08:59	202	134	0	00:05:49	00:01:44	00:20:54	00:06:40	14:52:29	0	00:00:00		68	00:03:45	00:01:27
09:00-09:59	312	228	2	00:09:26	00:01:26	00:24:30	00:07:05	26:48:40	1	00:01:41	00:01:41	83	00:04:28	00:01:29
10:00-10:59	361	230	0	00:05:06	00:01:30	00:28:59	00:08:04	30:54:43	0	00:00:00		131	00:05:59	00:01:23
11:00-11:59	325	209	1	00:07:03	00:01:43	00:26:20	00:07:38	26:27:36	0	00:00:00		116	00:04:35	00:01:14
12:00-12:59	275	178	3	00:07:21	00:01:38	00:21:32	00:06:24	18:40:49	0	00:00:00		97	00:05:42	00:01:26
13:00-13:59	285	162	0	00:06:45	00:01:55	00:39:36	00:07:26	20:03:26	0	00:00:00		123	00:08:56	00:01:38
14:00-14:59	393	221	4	00:09:24	00:02:02	00:31:23	00:07:26	26:52:52	0	00:00:00		172	00:06:34	00:01:52
15:00-15:59	321	202	4	00:08:26	00:02:06	00:37:08	00:07:25	24:29:25	0	00:00:00		119	00:06:00	00:01:41
16:00-16:59	239	159	0	00:09:57	00:01:47	00:37:56	00:08:22	22:11:26	0	00:00:00		80	00:11:31	00:02:02
17:00-17:59	43	29	1	00:03:39	00:01:11	00:46:50	00:09:01	04:12:31	0	00:00:00		14	00:04:06	00:01:21
18:00-18:59	2	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		2	00:00:58	00:00:30
19:00-19:59	2	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		2	00:00:04	00:00:03
20:00-20:59														
21:00-21:59														
22:00-22:59														
23:00-23:59														
	2787	1771	15	00:09:57	00:01:44	00:46:50	00:07:25	217:32:42	1	00:01:41	00:01:41	1015	00:11:31	00:01:34
%		63.55							0.04			36.42		

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Interval	Timeband divided into hourly segments
No. of Calls	Total number of calls during each hourly timeband
Connected – Total	The total number of calls that were successfully connected during each hourly timeband
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband
Connected – Max Wait	The longest time that it took a call to be answered during each hourly timeband
Connected – Average Wait	The average time that it took a call to be answered during each hourly timeband

Connected – Max Talk	The longest time that a call was connected for during each hourly timeband
Connected – Average Talk	The average time that a call was connected for during each hourly timeband
Connected – Total Talk	The total length of time that all calls were connected for during each hourly timeband
Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband
Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Abandoned – Total	The total number of calls where thee caller hung-up during each hourly timeband
Abandoned – Max Wait	The longest time that it took for a caller to hang-up during each hourly timeband
Abandoned – Average Wait	The average time that it took for a caller to hang-up during each hourly timeband

Drill Down Report

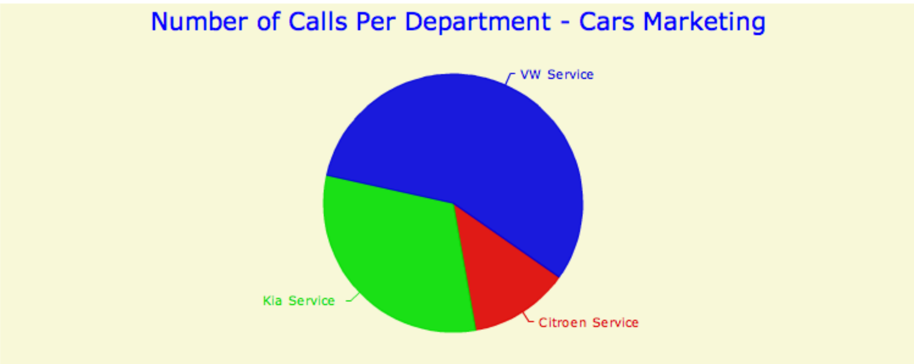
Standard drill down available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected.

Incoming Call Breakdown by Department

Call Performance Profile Report Description

Identifies the activity and/or success of multiple DDI numbers/Departments/campaigns/etc. It allows the number of calls per Department to be clearly identified. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned.

Incoming Call Breakdown By Department
For: Cars Marketing
Dates: Today
Time Filter: between '00:00:00' AND '23:59:59'



		Connected							Voicemail			Abandoned		
Department	# Calls	Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
Citroen Service	2	2	2	00:00:00		00:00:00		00:00:01	0	00:00:00		0	00:00:00	
Kia Service	5	3	3	00:00:00		00:00:00		00:00:02	0	00:00:00		2	00:00:04	00:00:04
VW Service	9	7	5	00:00:10	00:00:07	00:00:06	00:00:05	00:00:16	0	00:00:00		2	00:00:11	00:00:07
	16	12	10	00:00:10	00:00:04	00:00:06	00:00:02	00:00:19	0	00:00:00	00:00:00	4	00:00:11	00:00:05

Configuration Options

Report Period	Select from 11 presets or Custom start date -end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Call Type	Tick boxes for Internal and/or External calls

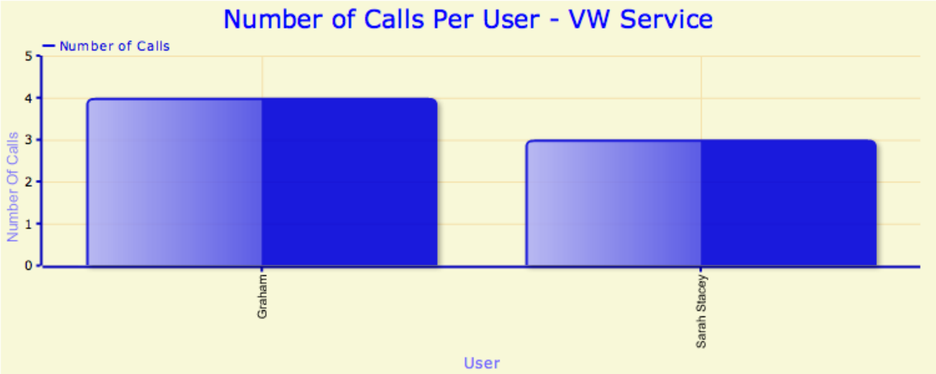
Report Columns

Department	Name of Department
No. of Calls	Total number of calls during each hourly time band
Connected – Total	The total number of calls that were successfully connected during each hourly time band
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly time band
Connected – Max Wait	The longest time that it took a call to be answered during each hourly time band
Connected – Average Wait	The average time that it took a call to be answered during each hourly time band
Connected – Max Talk	The longest time that a call was connected for during each hourly time band
Connected – Average Talk	The average time that a call was connected for during each hourly time band
Connected – Total Talk	The total length of time that all calls were connected for during each hourly time band
Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail during each hourly time band
Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly time band
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly time band
Abandoned – Total	The total number of calls where callers hung-up during each hourly time band
Abandoned – Max Wait	The longest time that it took for a caller to hang-up during each hourly time band
Abandoned – Average Wait	The average time that it took for a caller to hang-up during each hourly time band

Drill Down Report

Drill down on Department takes you to the Incoming Call Breakdown by User report.

Incoming Call Breakdown By User
For: VW Service
Dates: From: 2011-07-04, To: 2011-07-04
Time Filter: between '00:00:00' AND '23:59:59'
Filtered on: VW Service



			Ring Time			Talk Time		
User	Extn	Number of Calls	Max	Min	Avg	Max	Min	Avg
Graham	2001	4	00:00:32	00:00:02	00:00:10	00:00:01	00:00:00	00:00:01
Sarah Stacey	2002	3	00:00:07	00:00:02	00:00:05	00:00:06	00:00:03	00:00:05
		7	00:00:32	00:00:02	00:00:07	00:00:06	00:00:00	00:00:02

Incoming Call Breakdown by Day

Call Performance Profile Report Description

Identifies incoming call flow on a daily basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned. This report is for Incoming external calls only (it does not include DDI to DDI calls).

Incoming Call Breakdown By Day

For: Main

Dates: From: 2012-11-01, To: 2012-11-30 (Last Month)

Time Filter: between '00:00:00' AND '23:59:59'

		Connected							Voicemail			Abandoned		
Interval	# Calls	Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
Thursday 2012-11-01	82	64	0	00:02:14	00:01:01	00:18:50	00:06:18	06:42:42	0	00:00:00		18	00:02:57	00:00:41
Friday 2012-11-02	58	41	0	00:04:14	00:01:38	00:14:53	00:06:10	04:12:32	0	00:00:00		17	00:03:20	00:01:38
Sunday 2012-11-04	115	47	0	00:04:45	00:02:09	00:25:18	00:09:05	07:07:06	0	00:00:00		68	00:11:08	00:01:39
Monday 2012-11-05	111	78	1	00:03:57	00:01:23	00:37:49	00:06:30	08:27:25	0	00:00:00		33	00:02:53	00:00:47
Tuesday 2012-11-06	120	85	0	00:05:49	00:01:36	00:20:03	00:06:52	09:44:18	0	00:00:00		35	00:03:25	00:00:54
Wednesday 2012-11-07	89	56	0	00:04:52	00:01:31	00:24:47	00:07:02	06:33:29	0	00:00:00		33	00:04:58	00:01:41
Thursday 2012-11-08	98	71	1	00:05:27	00:01:27	00:21:36	00:07:00	08:16:37	0	00:00:00		27	00:03:43	00:01:24
Friday 2012-11-09	34	22	0	00:04:12	00:01:47	00:20:14	00:06:43	02:27:40	0	00:00:00		12	00:04:12	00:01:27
Saturday 2012-11-10	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:02	00:00:02
Monday 2012-11-12	203	131	1	00:06:15	00:02:18	00:34:49	00:07:10	15:39:50	0	00:00:00		72	00:05:17	00:01:35
Tuesday 2012-11-13	123	89	1	00:04:22	00:01:27	00:24:42	00:07:00	10:23:28	0	00:00:00		34	00:07:26	00:01:28
Wednesday 2012-11-14	114	83	1	00:08:19	00:01:36	00:19:55	00:06:42	09:16:12	0	00:00:00		31	00:05:02	00:01:16
Thursday 2012-11-15	97	52	0	00:09:57	00:02:00	00:37:08	00:08:30	07:21:59	0	00:00:00		45	00:11:31	00:01:40
Friday 2012-11-16	38	20	0	00:05:06	00:02:03	00:14:38	00:06:55	02:18:26	0	00:00:00		18	00:05:11	00:02:09
Sunday 2012-11-18	180	94	2	00:05:08	00:02:25	00:39:36	00:07:23	11:33:31	0	00:00:00		86	00:05:59	00:01:46
Monday 2012-11-19	133	93	1	00:04:58	00:01:54	00:25:20	00:06:41	10:22:17	0	00:00:00		40	00:06:00	00:01:21
Tuesday 2012-11-20	158	88	0	00:04:57	00:01:24	00:28:31	00:08:18	12:09:48	0	00:00:00		70	00:06:00	00:01:33
Wednesday 2012-11-21	136	95	0	00:05:21	00:01:25	00:26:20	00:07:41	12:10:31	0	00:00:00		41	00:04:06	00:01:16
Thursday 2012-11-22	120	85	1	00:06:19	00:01:45	00:21:28	00:06:49	09:38:51	0	00:00:00		35	00:06:34	00:01:24
Friday 2012-11-23	112	66	1	00:09:24	00:01:48	00:26:10	00:07:48	08:34:46	0	00:00:00		46	00:05:36	00:01:46
Saturday 2012-11-24	72	37	0	00:06:45	00:02:32	00:20:40	00:08:22	05:17:35	1	00:01:41	00:01:41	34	00:04:04	00:01:53
Sunday 2012-11-25	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:02	00:00:02
Monday 2012-11-26	206	113	0	00:07:21	00:02:25	00:22:40	00:07:32	14:10:59	0	00:00:00		93	00:08:56	00:02:08
Tuesday 2012-11-27	137	102	0	00:04:34	00:01:22	00:46:50	00:09:19	15:50:45	0	00:00:00		35	00:04:42	00:01:46
Wednesday 2012-11-28	106	66	0	00:09:26	00:01:37	00:31:23	00:07:55	08:42:37	0	00:00:00		40	00:04:35	00:01:38
Thursday 2012-11-29	129	80	5	00:08:26	00:01:37	00:28:54	00:06:35	08:47:19	0	00:00:00		49	00:05:48	00:01:26
	2773	1758	15	00:09:57	00:01:45	00:46:50	00:07:21	215:50:43	1	00:01:41	00:01:41	1014	00:11:31	00:01:34
%		63.40							0.04			36.57		

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Interval	Timeband divided into hourly segments
No. of Calls	Total number of calls during each hourly timeband
Connected – Total	The total number of calls that were successfully connected during each hourly timeband
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband
Connected – Max Wait	The longest time that it took a call to be answered during each hourly timeband

Connected – Average Wait	The average time that it took a call to be answered during each hourly timeband
Connected – Max Talk	The longest time that a call was connected for during each hourly timeband
Connected – Average Talk	The average time that a call was connected for during each hourly timeband
Connected – Total Talk	The total length of time that all calls were connected for during each hourly timeband
Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband
Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Abandoned – Total	The total number of calls where thee caller hung-up during each hourly timeband
Abandoned – Max Wait	The longest time that it took for a caller to hang-up during each hourly timeband
Abandoned – Average Wait	The average time that it took for a caller to hang-up during each hourly timeband

Drill Down Report

Drill down on Interval generates the Incoming Call Breakdown By Hour report.

Standard drill down reports available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected.

Incoming Call Breakdown by Week

Call Performance Profile Report Description

Identifies incoming call flow on a weekly basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned. This report is for Incoming external calls only (it does not include DDI to DDI calls).

Incoming Call Breakdown By Week

For: Main

Dates: From: 2012-11-01, To: 2012-11-30 (Last Month)

Time Filter: between '00:00:00' AND '23:59:59'

		Connected							Voicemail			Abandoned		
Interval	# Calls	Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
2012-11-01 to 2012-11-04	255	152	0	00:04:45	00:01:32	00:25:18	00:07:07	18:02:21	0	00:00:00		103	00:11:08	00:01:29
2012-11-05 to 2012-11-11	453	312	2	00:05:49	00:01:31	00:37:49	00:06:50	35:29:28	0	00:00:00		141	00:04:58	00:01:12
2012-11-12 to 2012-11-18	755	469	5	00:09:57	00:02:00	00:39:36	00:07:14	56:33:25	0	00:00:00		286	00:11:31	00:01:38
2012-11-19 to 2012-11-25	732	464	3	00:09:24	00:01:43	00:28:31	00:07:31	58:13:48	1	00:01:41	00:01:41	267	00:06:34	00:01:32
2012-11-26 to 2012-11-30	578	361	5	00:09:26	00:01:48	00:46:50	00:07:54	47:31:40	0	00:00:00		217	00:08:56	00:01:50
	2773	1758	15	00:09:57	00:01:45	00:46:50	00:07:21	215:50:42	1	00:01:41	00:01:41	1014	00:11:31	00:01:34
%		63.40							0.04			36.57		

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Interval	Timeband divided into hourly segments
No. of Calls	Total number of calls during each hourly timeband
Connected – Total	The total number of calls that were successfully connected during each hourly timeband
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband
Connected – Max Wait	The longest time that it took a call to be answered during each hourly timeband
Connected – Average Wait	The average time that it took a call to be answered during each hourly timeband
Connected – Max Talk	The longest time that a call was connected for during each hourly timeband
Connected – Average Talk	The average time that a call was connected for during each hourly timeband
Connected – Total Talk	The total length of time that all calls were connected for during each hourly timeband
Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband
Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Abandoned – Total	The total number of calls where thee caller hung-up during each hourly timeband
Abandoned – Max Wait	The longest time that it took for a caller to hang-up during each hourly timeband
Abandoned – Average Wait	The average time that it took for a caller to hang-up during each hourly timeband

Drill Down Report

Drill down on Interval generates the Incoming Call Breakdown By Day report.

Standard drill down reports available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected, gives a breakdown of all calls in that category during the week on an individual basis.

Incoming Call Breakdown by Month

Call Performance Profile Report Description

Identifies incoming call flow on a calendar month basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned. This report is for Incoming external calls only (it does not include DDI to DDI calls).

Incoming Call Breakdown By Month

For: Main

Dates: From: 2012-09-01, To: 2012-11-30

Time Filter: between '00:00:00' AND '23:59:59'

		Connected							Voicemail			Abandoned		
Interval	# Calls	Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
September 2012	2618	1705	11	00:09:38	00:01:44	00:37:24	00:07:27	211:41:04	0	00:00:00		913	00:07:24	00:01:42
October 2012	1925	1374	5	00:10:25	00:01:19	00:30:19	00:07:35	173:48:28	0	00:00:00		551	00:07:37	00:01:05
November 2012	2773	1758	15	00:09:57	00:01:45	00:46:50	00:07:22	215:50:42	1	00:01:41	00:01:41	1014	00:11:31	00:01:34
	7316	4837	31	00:10:25	00:01:37	00:46:50	00:07:27	601:20:14	1	00:01:41	00:01:41	2478	00:11:31	00:01:30
%		66.12							0.01			33.87		

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Interval	Timeband divided into hourly segments
No. of Calls	Total number of calls during each hourly timeband
Connected – Total	The total number of calls that were successfully connected during each hourly timeband
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband
Connected – Max Wait	The longest time that it took a call to be answered during each hourly timeband
Connected – Average Wait	The average time that it took a call to be answered during each hourly timeband
Connected – Max Talk	The longest time that a call was connected for during each hourly timeband
Connected – Average Talk	The average time that a call was connected for during each hourly timeband
Connected – Total Talk	The total length of time that all calls were connected for during each hourly timeband
Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband

Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband
Abandoned – Total	The total number of calls where thee caller hung-up during each hourly timeband
Abandoned – Max Wait	The longest time that it took for a caller to hang-up during each hourly timeband
Abandoned – Average Wait	The average time that it took for a caller to hang-up during each hourly timeband

Drill Down Report

Drill down on Interval generates the Incoming Call Breakdown By Day report.

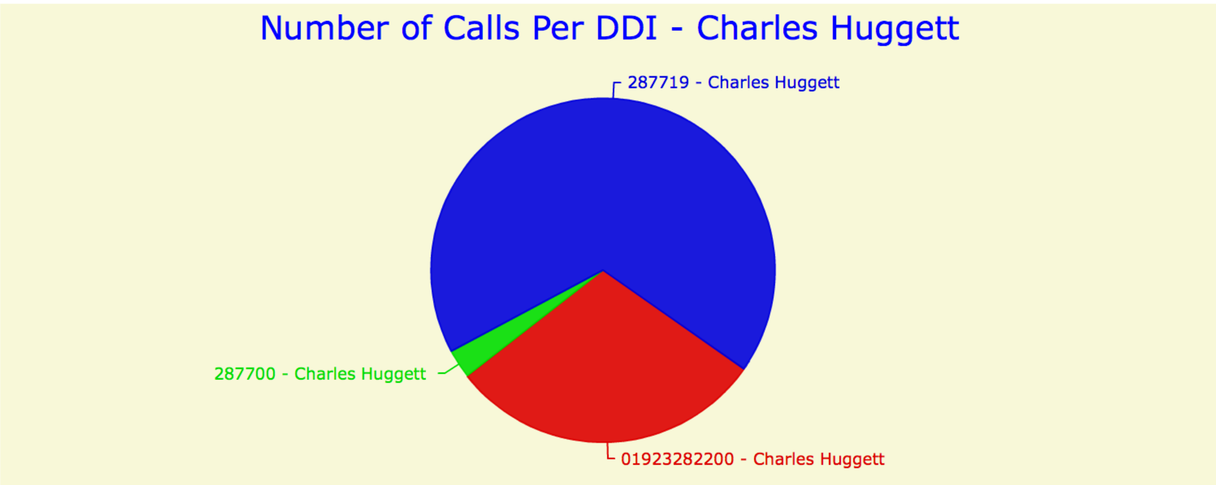
Standard drill down reports available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected, gives a breakdown of all calls in that category during the month on an individual basis.

Incoming Calls Breakdown by DDI

Call Performance Profile Report Description

Shows the number of calls received by a User or Department on all relevant DDIs or the number of calls on a specific DDI.

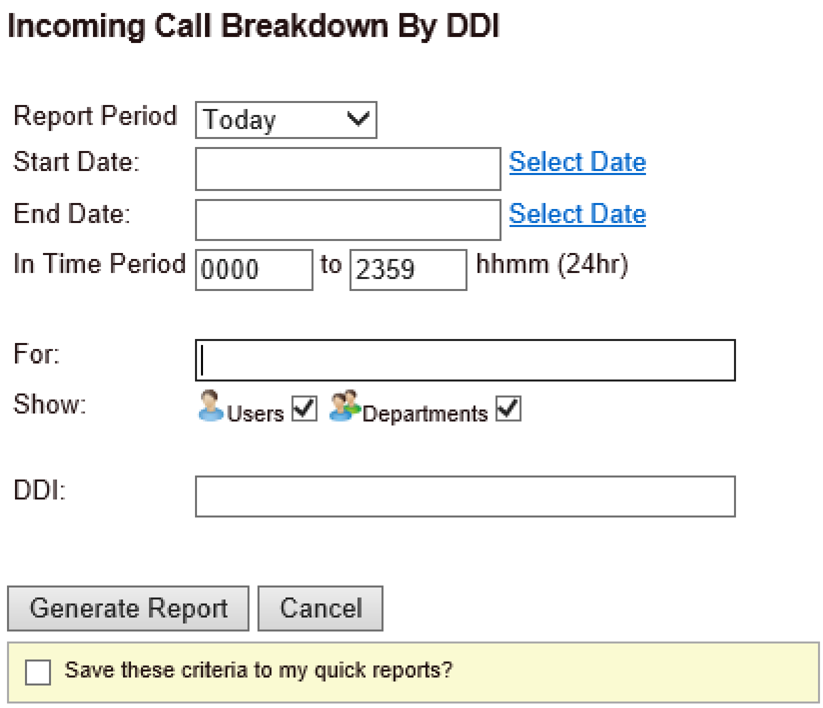
Incoming Call Breakdown By DDI
For: Charles Huggett
Dates: From: 2013-06-01, To: 2013-06-30 (Last Month)
Time Filter: between '00:00:00' AND '23:59:59'



		Connected							Voicemail			Abandoned		
DDI - Target	# Calls	Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
01923282200 - Charles Huggett	11	11	0	00:00:00	00:00:00	00:09:50	00:03:29	00:38:16	0	00:00:00		0	00:00:00	
287700 - Charles Huggett	1	1	0	00:00:00	00:00:00	00:03:33	00:03:33	00:03:33	0	00:00:00		0	00:00:00	
287719 - Charles Huggett	25	19	2	00:00:14	00:00:06	00:07:19	00:02:49	00:48:31	4	00:00:18	00:00:12	2	00:00:02	00:00:02
	37	31	2	00:00:14	00:00:03	00:09:50	00:03:04	01:30:20	4	00:00:18	00:00:12	2	00:00:02	00:00:02

Configuration Options

Report Period	Select from 11 presets or use Custom to specify the start date and end date required
Start Date	Used with the Custom Report Period. Click on Select Date to select the Start date required.
End Date	Used with the Custom Report Period. Click on Select Date to select the End date required.
In Time Period	Specify the time period within each day of the Report Period that you wish to report on, in 24 hour format
For	Searches for any of the entities that appear on the "Show" line. Enter the User or Department whose DDI calls you wish to report on. As you start to type in the name this will be matched with the Users or Departments on your system, select the entry required. This can be left blank if you wish to search for all calls on the DDI number specified below.
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
DDI:	Enter the DDI number you wish to report on. As you start to type in the number this will be matched with the DDI numbers entered on your system, select the number required. This can be left blank if you wish to search for all DDI calls to the User or Department specified above.



Report Columns

DDI - Target	The DDI number and the User or Department that received the call
# Calls	Total number of incoming calls connected to the User or Department over the Report Period
Connected – Total	The total number of calls that were successfully connected.
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds.
Connected – Max Wait	The longest time that it took a call to be answered.

Connected – Average Wait	The average time that it took a call to be answered.
Connected – Max Talk	The longest time that a call was connected.
Connected – Average Talk	The average time that a call was connected for.
Connected – Total Talk	The total length of time that the calls were connected for.
Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail.
Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail.
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail.
Abandoned – Total	The total number of calls where the caller hung-up.
Abandoned – Max Wait	The longest time that it took for a caller to hang-up.
Abandoned – Average Wait	The average time that it took for a caller to hang-up.

Drill Down Report

Standard drill down report available on each DDI-Target.

Incoming Calls Breakdown by User

Call Performance Profile Report Description

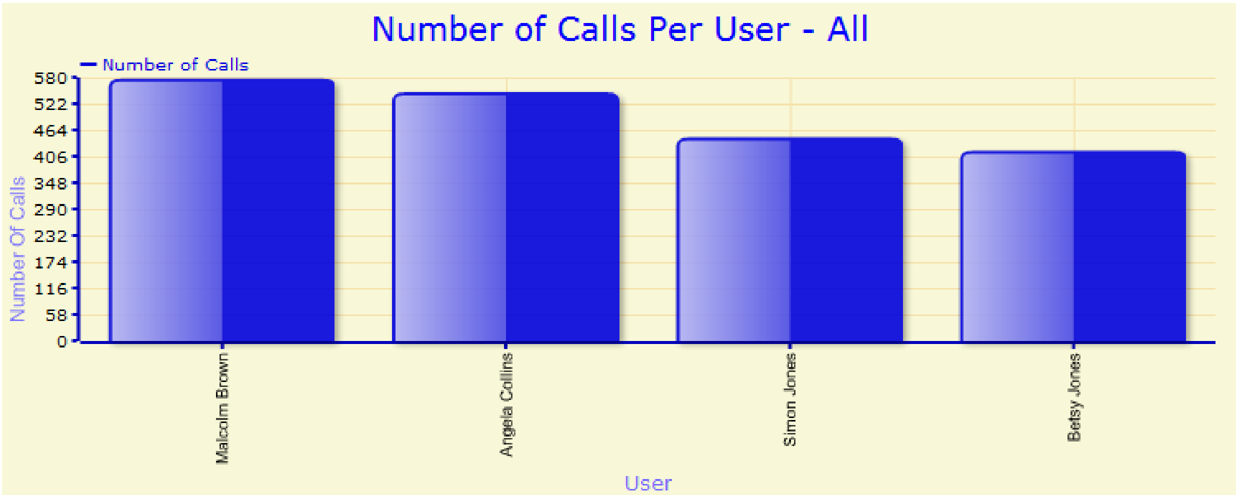
Shows which individuals have been answering calls for Departments on maximiser or a pre-configured Reporting Group on Vision. A bar graph is produced for the top 20 by number of calls answered.

Incoming Call Breakdown By User

For: All

Dates: This Month

Time Filter: between '00:00:00' AND '23:59:59'



			Ring Time			Talk Time		
User	Extn	Number of Calls	Max	Min	Avg	Max	Min	Avg
Malcolm Brown	2003	577	00:08:24	00:00:00	00:00:16	00:37:56	00:00:01	00:07:00
Angela Collins	2001	547	00:09:09	00:00:00	00:00:23	00:24:42	00:00:01	00:06:00
Simon Jones	2002	448	00:06:18	00:00:00	00:00:18	00:45:12	00:00:00	00:08:14
Betsy Jones	2004	419	00:06:21	00:00:00	00:00:30	00:46:50	00:00:00	00:09:06
		1991	00:09:09	00:00:00	00:00:21	00:46:50	00:00:00	00:07:26

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

User	Name associated with the Extension number
Number	Extension number on maximiser
Number of Calls	Total number of incoming calls connected to the User/Number over the Report Period
Ring Time - Maximum	The longest time an incoming call rang for, before being answered by the User/Extension
Ring Time - Minimum	The shortest time an incoming call rang for, before being answered by the User/Extension
Ring Time - Average	The average time an incoming call rang for, before being answered by the User/Extension
Talk Time - Maximum	The longest time the User/Extension was talking to an incoming caller
Talk Time - Minimum	The shortest time the User/Extension was talking to an incoming caller
Talk Time - Average	The average time the User/Extension was talking to an incoming caller

Drill Down Report

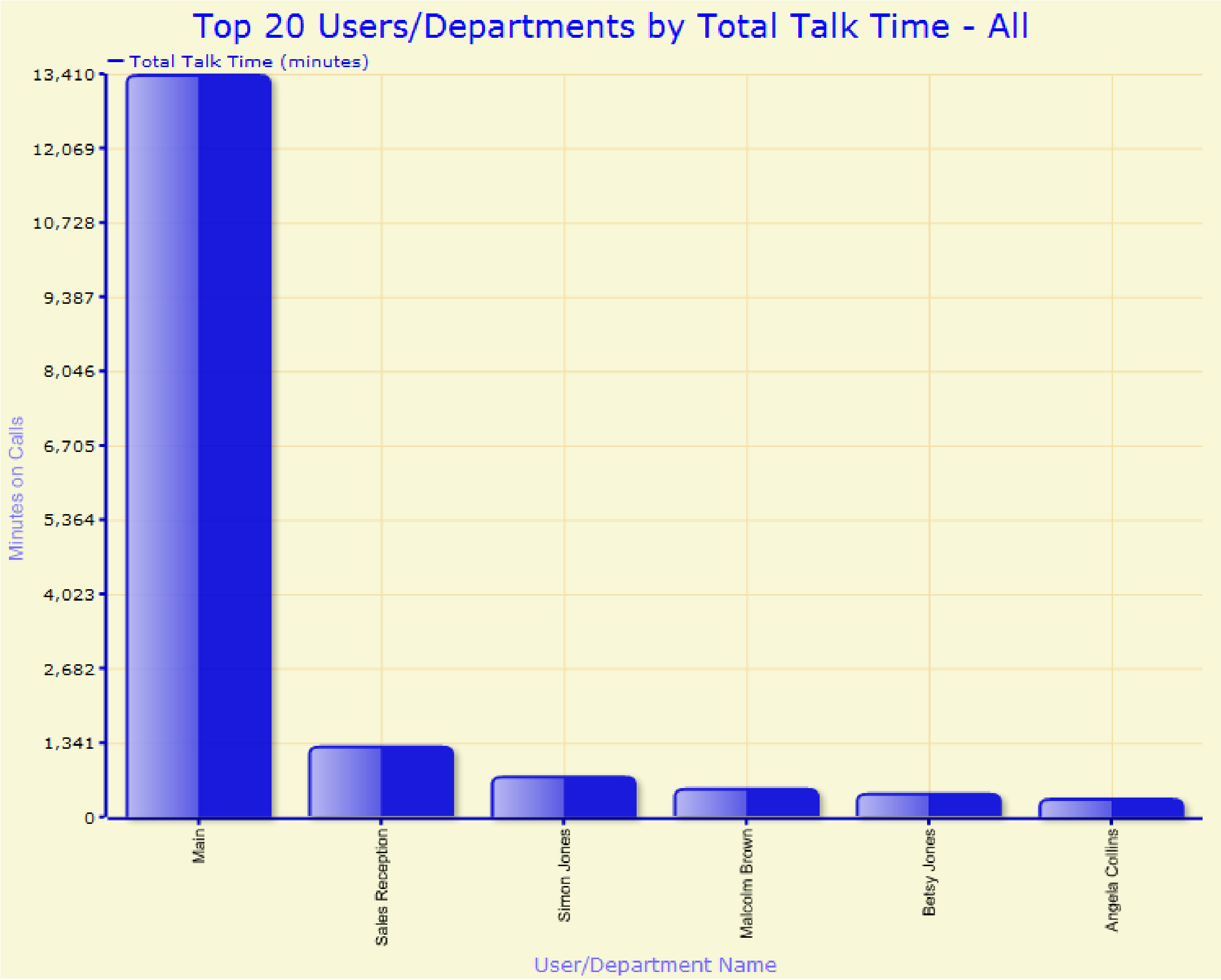
Standard drill down report available on User.

Overview by Talk Time

Call Performance Profile Report Description

Produces a list of inbound, outbound and total number of calls and talk time for individuals and Departments. Graph produced for the top 20 by total talk time. Clearly identifies who's spending the most time on the phone.

Overview By Talk Time
For: All
Dates: This Month
Time Filter: between '00:00:00' AND '23:59:59'



		Inbound						Outbound		
Name	Number	Total	Connect	Aband	VM	Max Call Length	Talk Time	Total	Total Talk Time Out	Total Talk Time
Main	8000	3094	1761	1332	1	00:46:49	223:26:50	0	00:00:00	223:26:50
Sales Reception	8001	212	212	0	0	00:23:10	21:32:55	0	00:00:00	21:32:55
Simon Jones	2002	12	11	1	0	00:11:59	01:21:12	114	11:06:12	12:27:25
Malcolm Brown	2003	2	2	0	0	00:02:07	00:03:43	95	08:44:51	08:48:34
Betsy Jones	2004	5	5	0	0	00:18:23	00:45:12	67	06:38:56	07:24:08
Angela Collins	2001	1	1	0	0	00:01:25	00:01:25	83	05:47:00	05:48:25
		3326	1992	1333	1	00:46:49	247:11:17	359	32:16:59	279:28:17

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the “Show” line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the “For” box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Name	Name associated with the Extension number
Number	Extension number on maximiser
Inbound - Total	The total number of inbound calls presented to this Name/Number
Inbound - Connect	The total number of inbound calls answered by this Name/Number
Inbound - Abandoned	The total number of inbound calls presented to this Name/Number that were abandoned by the caller
Inbound - VM	The total number of inbound calls presented to this Name/Number that were answered by voicemail
Inbound – Maximum Call Length	The longest inbound call handled by this Name/Number
Inbound - Talk Time	The total connection time for inbound calls for this Name/Number
Outbound – Number of Outbound Calls	The total number of outbound calls made by this Name/Number
Outbound – Total Outbound Talk Time	The total connection time for outbound calls made by this Name/Number
Total Talk Time	The total connection time for inbound and outbound calls for this Name/Number

Drill Down Report

Standard drill down report available on Name.

Overview by User

Call Performance Profile Report Description

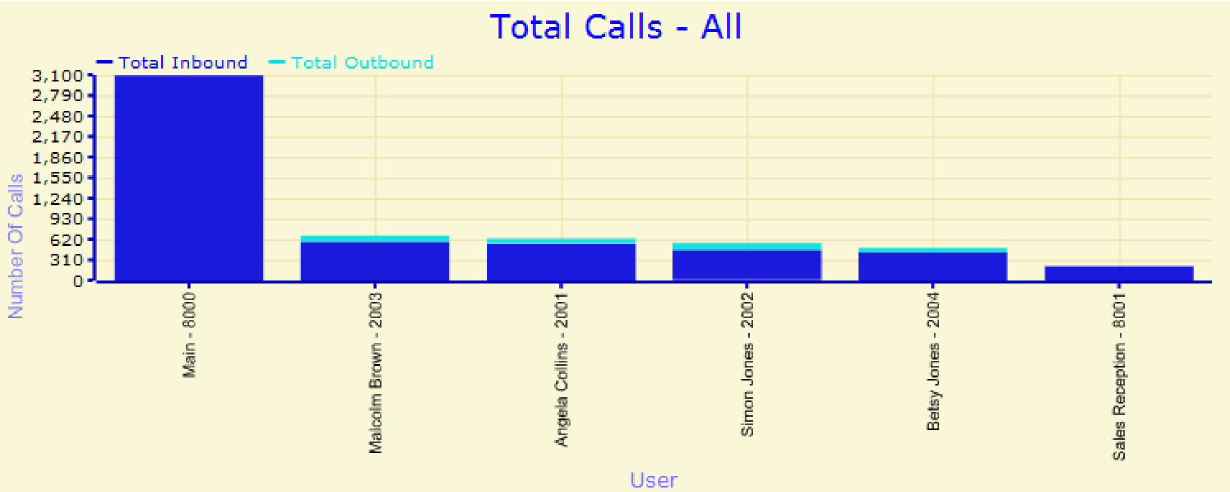
Delivers a report on individual users. How many DDI and Departmental calls they received, how many were answered, how many were abandoned and how many went to voicemail, total, average and maximum talk time and average ring time. For outbound calls, the total number of calls made, the number of these that were un-answered, the average talk time and total "dial tone" time is shown. Ideal for tracking overall individual and/or Departmental performance.

Overview By User

For: All

Dates: This Month

Time Filter: between '00:00:00' AND '23:59:59'



		Inbound										Outbound					Dial Tone	
Name	Total Calls	Total	Direct	Dept Calls	Answered	Aband	VM	Talk Time	Avg Talk Time	Max Talk Time	Avg Ring Time	Total	Unans	Total Talk Time	Avg Talk Time	Max Talk Time	Calls	Time
Main - 8000	3094	3094	3094	0	1761	1332	1	223:26:50	00:04:20	00:46:50	00:00:11	0	0	00:00:00	00:00:00	00:00:00	0	00:00:00
Malcolm Brown - 2003	672	577	2	575	577	0	0	67:20:55	00:08:53	00:40:03	00:00:16	95	0	08:44:51	00:05:31	00:30:34	0	00:00:00
Angela Collins - 2001	630	547	1	546	547	0	0	54:41:56	00:07:26	00:26:08	00:00:23	83	0	05:47:00	00:04:11	00:26:14	0	00:00:00
Simon Jones - 2002	563	449	11	438	448	1	0	61:28:45	00:15:37	00:57:11	00:00:20	114	0	11:06:12	00:05:51	00:29:39	0	00:00:00
Betsy Jones - 2004	486	419	5	414	419	0	0	63:31:56	00:18:08	01:05:13	00:00:33	67	0	06:38:56	00:05:57	00:33:37	0	00:00:00
Sales Reception - 8001	212	212	212	0	212	0	0	21:32:55	00:06:06	00:23:11	00:00:39	0	0	00:00:00	00:00:00	00:00:00	0	00:00:00
	5657	5298	3325	1973	3964	1333	1	492:03:17	00:08:15	01:05:13	00:00:18	359	0	32:16:59	00:05:23	00:33:37	0	00:00:00

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
For	Searches for any of the entities that appear on the “Show” line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the “For” box
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Name	Name associated with the Extension number
Extension	Extension number on maximiser
Total Calls	Total number of inbound at outbound calls for this Name/Extension

Inbound - Total	The total number of inbound calls presented to this Name/Extension
Inbound - Direct	The total number of direct inbound calls answered by this Name/Extension
Inbound – Department Calls	The total number of direct, inbound Department calls answered by this Name/Extension
Inbound - Answered	The total number of inbound calls answered by this Name/Extension
Inbound - Abandoned	The total number of inbound calls presented to this Name/Extension that were abandoned by the caller
Inbound - VM	The total number of inbound calls presented to this Name/Extension that were answered by voicemail
Inbound - Talk Time	The total connection time for inbound calls for this Name/Extension
Inbound – Average Talk Time	The average connection time for inbound calls to this Name/Extension
Inbound – Maximum Talk Time	The longest connection time for inbound calls to this Name/Extension
Inbound – Average Ring Time	The average ring time for inbound calls for this Name/Extension
Outbound – Number of Outbound Calls	The total number of outbound calls made by this Name/Extension
Outbound – Unanswered	The total number of outbound calls made by this Name/Extension that were not answered
Outbound – Average Talk Time	The average connection time for outbound calls made by this Name/Extension
Outbound – Dial Tone Time	The total time by this Name/Extension spent off-hook/dialling outbound calls

Drill Down Report

Drill down on Name gives a breakdown of all calls for that User or Department during the Report Period on an individual basis and is broken down into inbound Direct Calls, inbound Departmental calls and outbound calls.

Drill Down Users

For: All

Dates: Today

Time Filter: between '00:00' AND '23:59'

Filtered on: Paul Southwell

Direct Calls

Date Time	Name	Number	Target Name	Target Number	Answered By Name	Answered By	Ringing Time	Connected Time
2010-02-05 09:44:04	RobinSIP	10052	Paul Southwell	718	Paul Southwell	718	00:00:03	00:00:03
							00:00:03	00:00:03

Departmental and Picked up Calls Grouped By Department

Date Time	Name	Number	Target Name	Target Number	Answered By Name	Answered By	Ringing Time	Connected Time
2010-02-05 09:50:56	Southern Communications	08450567765	Support	200	Paul Southwell	718	00:00:07	00:05:51
2010-02-05 10:08:46	Alex NEG	08703330321	Support	200	Paul Southwell	718	00:01:05	00:04:11
2010-02-05 10:17:51	Southern Communications	08450567765	Support	200	Paul Southwell	718	00:00:15	00:03:03
2010-02-05 10:37:16		08450261145	Support	200	Paul Southwell	718	00:00:00	00:00:49
2010-02-05 10:53:53	Albion Computers Ltd	02072129090	Support	200	Paul Southwell	718	00:00:18	00:05:33
							00:01:45	00:19:27

Outbound Calls

Date Time	Name	Number	Target Name	Target Number	Call Duration	Connected Time
2010-02-05 09:36:40	Paul Southwell	718		01582726501	00:01:59	00:01:44
2010-02-05 09:39:10	Paul Southwell	718		08000520397	00:01:09	00:01:07
2010-02-05 09:43:26	Paul Southwell	718	RobinSIP	10052	00:00:03	00:00:00
2010-02-05 09:44:11	Paul Southwell	718			00:00:02	00:00:00
2010-02-05 09:44:46	Paul Southwell	718		07515338248	00:01:01	00:00:48
2010-02-05 10:14:09	Paul Southwell	718	Richard Gray	08700607060	00:00:48	00:00:36
2010-02-05 10:15:01	Paul Southwell	718	Christina Bray	08450567678	00:01:47	00:01:42
2010-02-05 10:37:14	Paul Southwell	718			00:00:02	00:00:00
2010-02-05 10:43:48	Paul Southwell	718	Christina Bray	08450567678	00:06:28	00:06:25
2010-02-05 11:03:11	Paul Southwell	718	Brian Frampton	128007917568494	00:10:23	00:10:10
2010-02-05 11:13:55	Paul Southwell	718	Christina Bray	08450567678	00:01:39	00:01:32
					00:25:21	00:24:04

Direct Calls

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Name	Name of the caller (if entered on maximiser)
Number	Caller's number (if presented)
Target Name	The name associated with the number called
Target Number	The number called
Answered By Name	The name associated with the extension that actually answered the call
Answered By	The extension that actually answered the call
Ringing Time	The total time that this call was ringing before being answered
Connected Time	The total time that this call was connected

Departmental And Picked Up Calls Grouped By Department

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Name	Name of the caller (if entered on maximiser)
Number	Caller's number (if presented)
Target Name	The name associated with the number called
Target Number	The number called
Answered By Name	The name associated with the extension that actually answered the call
Answered By	The extension that actually answered the call
Ringing Time	The total time that this call was ringing before being answered

Connected Time	The total time that this call was connected

Outbound Calls

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Name	Name of the caller (if entered on maximiser)
Number	Caller's number (if presented)
Target Name	The name associated with the number called
Target Number	The number called
Call Duration	The total time for this call, including ring time
Connected Time	The total time that this call was connected

Drill Down Report

Standard drill down report available on Name.

Calls Abandoned In Auto Attendant

Call Performance Profile Report Description

Shows how many calls were abandoned whilst connected to individual Auto Attendant numbers and when. Ideal for checking which auto attendant routines are well received – and which might need some more fine-tuning of structure and/or announcements.

Report: **Calls abandoned In AA**
For: **All**
Date Range: **Last 90 Days**

Attendant	Total	Under 10s	Under 20s	Under 30s	Under 45s	Under 60s	Over 60s
!EA:Agency Sales	1	0	0	0	0	1	0
!EA:Demo Main	13	1	1	1	2	3	5
!EA:Demo Management	1	1	0	0	0	0	0
!EA:http://192.168.0.1/VXML/AbsenceLine.php	1	0	1	0	0	0	0
!EA:http://192.168.0.1/VXML/SalesMenu.php	1	0	1	0	0	0	0
	17	2	3	1	2	4	5

Configuration Options

Report Period	Select from 11 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
Call Type	Tick boxes for Internal and/or External calls

Report Columns

Attendant	Name of the Auto Attendant, as configured on maximiser
Total	Total number of calls to the Auto Attendant that were abandoned
Under 10 seconds	Total number of calls to the Auto Attendant that were abandoned before 10 seconds
Under 20 seconds	Total number of calls to the Auto Attendant that were abandoned before 20 seconds
Under 30 seconds	Total number of calls to the Auto Attendant that were abandoned before 30 seconds

Under 45 seconds	Total number of calls to the Auto Attendant that were abandoned before 45 seconds
Under 60 seconds	Total number of calls to the Auto Attendant that were abandoned before 60 seconds
Over 60 seconds	Total number of calls to the Auto Attendant that were abandoned after 60 seconds

Drill Down Report

Standard drill down report available on Attendant.

Contact Report

Call Performance Profile Report Description

Delivers a report of telephone calls to or from on any particular Contact that has been entered on the **max**imiser system database.

Contact Report

For: Mark Jacques

Dates: Last 90 Days

Time Filter: between '00:00' AND '23:59'

Datetime	Source Name	Source Number	Target Name	Target Number	Extn Name	Extn	Duration	Connected	Total Cost
2009-11-12 15:10:05	Mark Jacques	07588600988	Support	200	Charles Huggett	719	00:08:21	00:08:11	0.000
2009-11-13 16:02:37	Mark Jacques	07588600988	Support	200	Paul Southwell	718	00:02:09	00:01:58	0.000
2009-11-16 10:06:44	Mark Jacques	07588600988	Support	200	Charles Huggett	719	00:01:00	00:00:52	0.000
2009-12-22 17:19:54	Mark Jacques	07588600988	Main	07968120499			00:01:58	00:01:48	0.271
2009-12-23 11:06:18	Mark Jacques	07588600988	Main	700	Ros Leftley	704	00:00:15	00:00:08	0.000
2009-12-23 11:06:37	Mark Jacques	07588600988	Main	700	Ros Leftley	704	00:00:14	00:00:11	0.000
2009-12-23 11:06:56	Mark Jacques	07588600988	Main	700	Robin Hayman	705	00:06:22	00:06:12	0.000
2010-02-02 12:39:56	Mark Jacques	07588600988	Main	700	Robin Hayman	705	00:04:11	00:03:49	0.000
							00:24:30	00:23:09	£ 0.27

Configuration Options

Report Period	Select from 10 presets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Allows report start and stop time to be defined in 24 hour format
Contact	Searches for entries in the Contacts database matching the text entered
For	Searches for any of the entities that appear on the "Show" line that match the text entered
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Contact Number 1 to 6	Allows calls from up to six numbers to be searched for
Inbound/Outbound	Both/Inbound/Outbound – select whether to report on incoming calls only, outgoing calls only or both

Report Columns

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source Name	Name of the caller (if entered on **max**imiser)
Source Number	Number of the caller (if presented)
Target Name	The name associated with the number called

Target Number	The number called
Extension Name	The name associated with the extension that actually answered the call
Extension	The extension that actually answered the call
Duration	The total time that this call lasted; ringing and connected
Connected	The total time that this call was connected
Cost	The cost associated with this call
	Inbound call - answered
	Inbound call - unanswered
	Outbound or Forwarded call - answered
	Outbound or Forwarded call - unanswered

Drill Down Report

Standard drill down report available on Date & Time.

Standard Drill Down Report

Where available, drill down reports are presented in the following format (unless stated otherwise).

Contact Report
For: All
Dates: Last 90 Days
Time Filter: between '00:00' AND '23:59'
Filtered on: 2009-12-01 15:04:05

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
2009-12-01 15:04:05	Robin Hayman 07785902394	Ros Leftley 704	Ros Leftley 704		00:00:04	00:00:43	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on **max**imiser) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A second drill down on Date & Time provides a complete call record.

Call

Date & Time 2009-12-01 15:04:05
Total Cost 0.000

Call Source Details	
Cost Centre	Ros Leftley
On Behalf Of	
Trunk	Modules.Chorleywood 5100.BRI2
Name	Robin Hayman
Number	07785902394
Cost Associated	0.000
Caused Disconnect?	

Call Destination Details	
Cost Centre	Ros Leftley
On Behalf Of	Ros Leftley
Trunk	
Name	Ros Leftley
Number	704
Cost Associated	0.000
Caused Disconnect?	1011

Connected	Yes
Transfer Status	No
Account Name	
Account Code	

Call Duration	46.670
Call Connected	42.630
Queuing Time	0.010
Distributing Time	4.010
Agent Ringing Time	3.780

An expanded engineering view of the call record, displaying a greater depth of information is also available.

Call

Date & Time 2009-12-01 15:04:05
Total Cost 0.000

Call Source Details	
Cost Centre	Ros Leftley
On Behalf Of	
Trunk	Modules.Chorleywood 5100.BRI2
Name	Robin Hayman
Number	07785902394
Dialled Number	
LCR Stripped Number	(null)
Cost Associated	0.000
Release Code	0

Call Destination Details	
Cost Centre	Ros Leftley
On Behalf Of	Ros Leftley
Trunk	
Name	Ros Leftley
Number	704
Dialled Number	
LCR Stripped Number	(null)
Cost Associated	0.000
Release Code	1011

Connected	Yes
Transfer Status	No
Account Name	
Account Code	
ConfID	afba0700-6530-151b-924f-0007d9002d1d
Transfer ConfID	

Call Duration	46.670
Call Connected	42.630
Queuing Time	0.010
Distributing Time	4.010
Agent Ringing Time	3.780

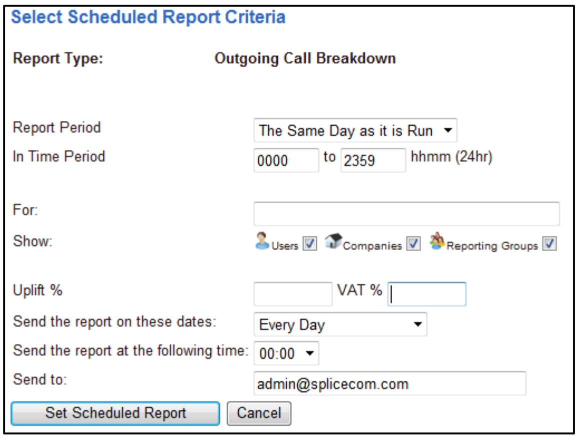
Call statistics relating to this call	
dn	Users.Ros Leftley
ipAddress	192.168.9.157
droppedPkt	0
jitterChange	0
sequenceError	1
missedCallbacks	0
dspRxFull	0
dspTxFull	0

Call statistics relating to this call	
dn	Modules.Chorleywood 5100.BRI2
ipAddress	192.168.9.16
droppedPkt	0
jitterChange	1
sequenceError	1
missedCallbacks	0
dspRxFull	0
dspTxFull	0

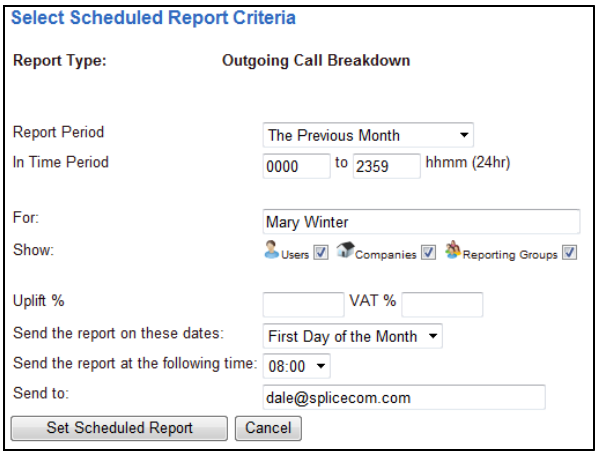
Scheduled Reports

The Scheduled Reports link allows a Report to be sent as HTML to a specified email account.

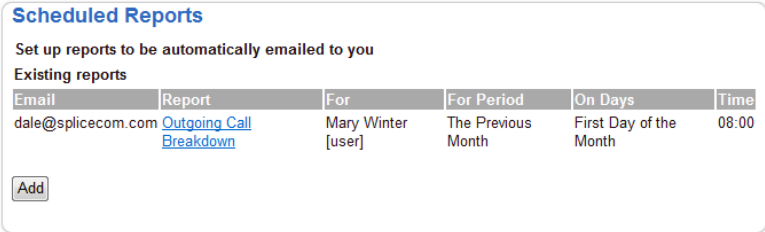
1 Within the Vision Portal click on the Scheduled Reports link
2 Select the Add Button. The list of Reports available will be displayed.
3 Select the type of Report to be sent.
4 The Select Scheduled Report Criteria screen will be displayed



5 Select the options required to determine when the report is to be sent.
6 In the Send to: field enter the email address of where the report is to be sent. (By default the email address configured in the Manager's account is entered here.) Multiple email addresses can be entered, separated by a comma.



7 Select the Set Scheduled Report button and you will see confirmation of your scheduled report in the Scheduled Reports list.



Scheduled Reports

Set up reports to be automatically emailed to you

Existing reports

Email	Report	For	For Period	On Days	Time
dale@splicecom.com	Outgoing Call Breakdown	Mary Winter [user]	The Previous Month	First Day of the Month	08:00

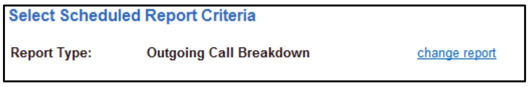
Add

Scheduled reports are sorted by the Time column.

The reports will be sent with the email subject as "Vision Report for <user/department/company/reporting group selected><report name>.

Edit a Scheduled Report

1. Within the Vision Portal click on the Scheduled Reports link
2. The Scheduled Reports list will be displayed, sorted by the Time column
3. Use the Previous Page and Next Page links to find the Scheduled Report you require, if relevant
4. Click on the link, under the Report column, for the Scheduled Report to be amended
5. A Change Report link will become available enabling you to change the Report type



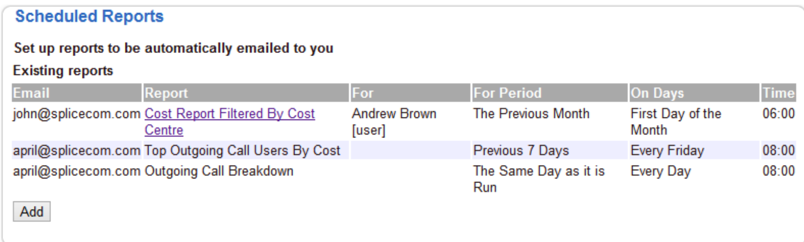
Select Scheduled Report Criteria

Report Type: Outgoing Call Breakdown change report

6. Make any other changes required to the Report criteria
7. Select Update

Scheduled Report ownership

A Manager will only be able to edit a Scheduled Report that they have created, unless they have Configure Manager rights. The Administrator or a Manager with Configure Manager rights can edit all Scheduled Reports. All Managers will be able to see the scheduled reports but the link on the Report name will only be available on a Scheduled Report they have created, unless they have Configure Manager rights.



Scheduled Reports

Set up reports to be automatically emailed to you

Existing reports

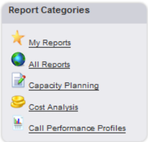
Email	Report	For	For Period	On Days	Time
john@splicecom.com	Cost Report Filtered By Cost Centre	Andrew Brown [user]	The Previous Month	First Day of the Month	06:00
april@splicecom.com	Top Outgoing Call Users By Cost		Previous 7 Days	Every Friday	08:00
april@splicecom.com	Outgoing Call Breakdown		The Same Day as it is Run	Every Day	08:00

Add

Please note that only Managers with Manage as Queue and Manage as Agent permissions will be able to edit a Scheduled Report based on a Call Centre report. Please refer to the Vision Call Centre Configuration manual for further details.

My Reports

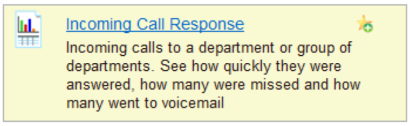
A Manager can specify the reports that he/she uses on a regular basis and highlight them as favourite reports.



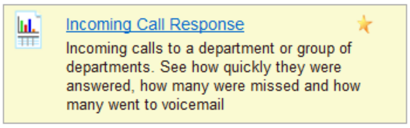
These favourite reports can then be displayed via the My Reports link within the Report Categories menu. The My Reports page becomes that Managers default page when opening the Vision portal and when clicking on the Reports link in the Main Menu. The All Reports link will allow the Manager to view the complete list of reports.

Create a favourite report

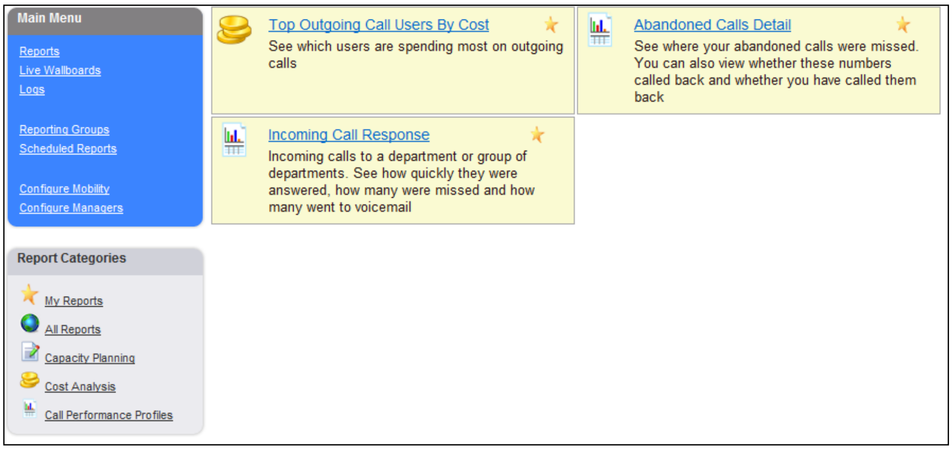
1 Select Reports from the Main Menu
2 Hover the mouse over the report required.
3 A gold star with a green add icon will appear
4 Click on the gold star



5 This report will now be displayed permanently with a gold star

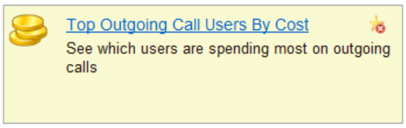


6 Click on the My Reports link within the Report Categories menu and the favourite report will be displayed within this list



Remove a favourite report

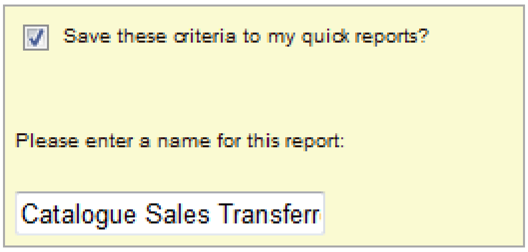
1 Select either the My Reports or All Reports link from the Report Categories list
2 Hover the mouse over the gold star of the report to be removed from My Reports
3 The gold star will be display with a red delete icon
4 Click on the gold star
5 The report will be removed from My Reports



Quick Reports

Quick reports enable you to save regularly used criteria in a report for use again and again.

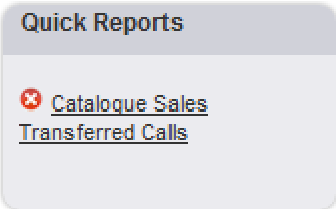
1 While creating a Report select "Save these criteria to my quick reports?
2 The "Please enter a name for this report:" text box will be displayed. Enter the name you wish to use to identify this quick report



3 Select the Generate Report button. The report will be created and the criteria used will be saved for future use.

To use a Quick Report perform the following:

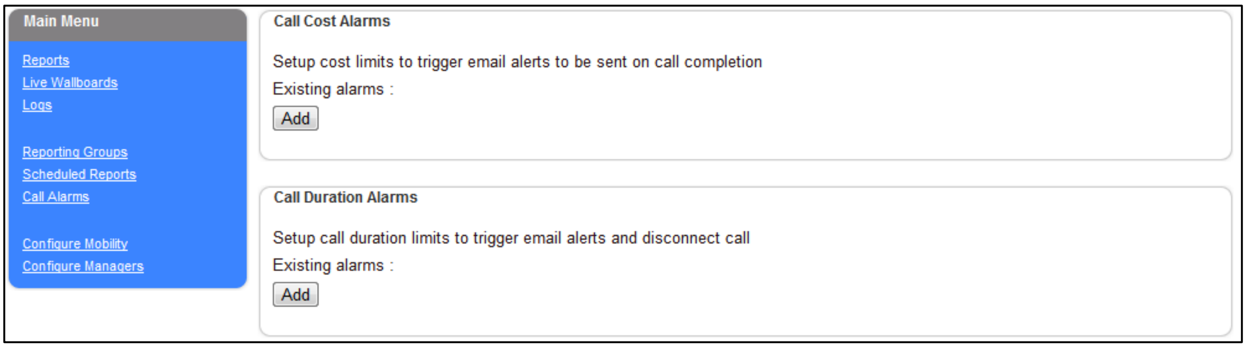
1 Select the report you wish to create
2 The Quick Reports saved with this report will be displayed at the top right hand corner



3 Select the Quick Report required
4 A report using the criteria saved in the Quick Report will be created

Call Alarms

The Call Alarms feature enables Vision to be configured to send an email in the event of an exceptional number of calls or call duration which might indicate the system is a target of fraud. All outbound ISDN and SIP trunks can also be closed down at the same time to stop all outbound calls. (Please note the **maxi**miser system must be running v3.2.1568 or higher for this feature to be available.)



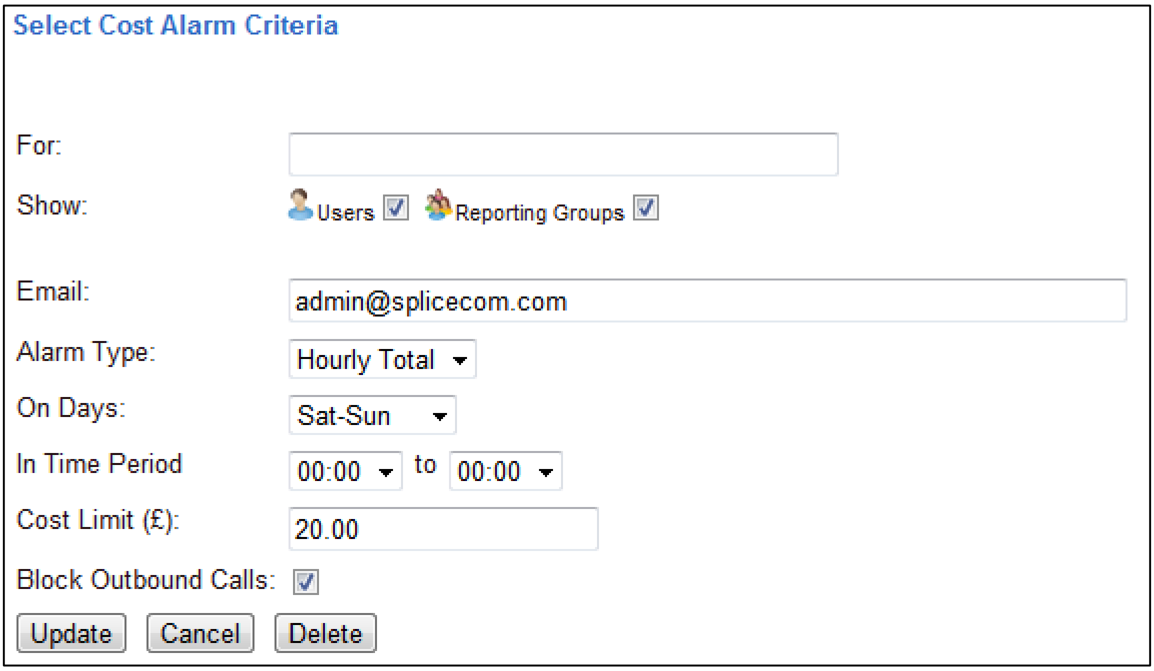
Create a Call Cost Alarm

1 Within the Vision Portal click on the Call Alarms link
2 Under Call Cost Alarms section click on the Add button
3 The Select Cost Alarm Criteria dialogue box will be displayed
4 In the For: field enter the User or Reporting Group that the call costs are to be compared against. If left blank, the cost of calls will be checked against all Users.

5. In the Email: field enter the email address to receive the alarm. Multiple email addresses can be entered and must be separated by a comma.
6. From the Alarm Type: list box select either Single Call or Hourly Total

   Single Call = the alarm will be triggered if a single call exceeds the Cost Limit below

   Hourly Total = the alarm will be triggered if the total cost of calls over an hourly period (eg 09.00-10.00) exceeds the Cost Limit below.
7. From the On Days: list box select whether the call costs are to be check Every Day, Mon-Fri or Sat-Sun.
8. From the In Time Period list boxes select the time period that the call costs will be checked on the days selected above, eg 18:00-08:00 or 00:00-00.00 (24 hours)
9. In the Cost Limit (£) field enter the total cost of the calls that must be reached to trigger the alarm
10. Tick the Block Outbound Calls tick box if all outgoing calls are to be blocked when the alarm is triggered. (When the alarm is triggered this option will turn on the Outgoing Call Bar field in **all** ISDN and SIP trunks.)
11. Select Update when ready.



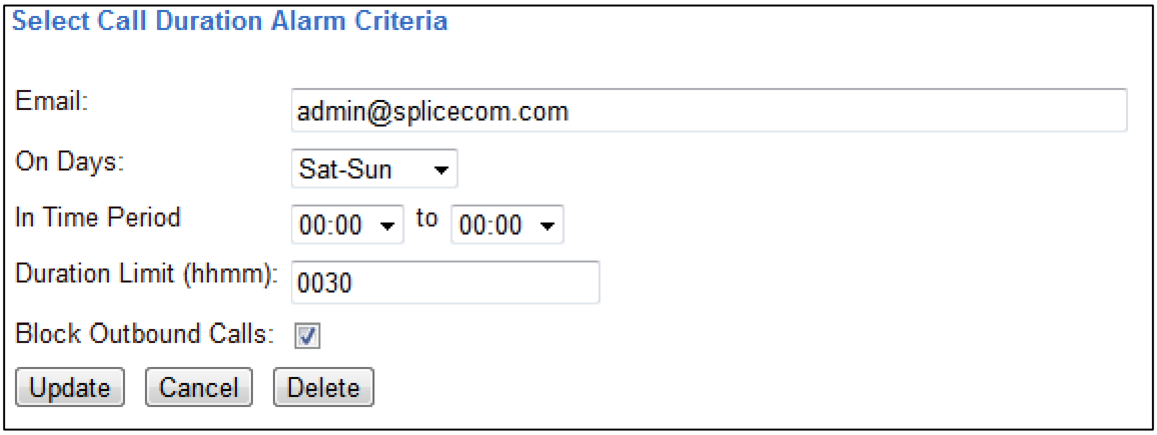
Create a Call Duration Alarm

1. Within the Vision Portal click on the Call Alarms link
2. Under the Call Duration Alarms section click on the Add button
3. In the Email: field enter the email address to receive the alarm. Multiple email addresses can be entered and must be separated by a comma.
4. From the On Days: list box select whether the call costs are to be check Every Day, Mon-Fri or Sat-Sun.
5. From the In Time Period list boxes select the time period that a call's duration will be checked on the days selected above, eg 18:00-08:00 or 00:00-00.00 (24 hours)
6. In the Duration Limit (hhmm) field enter the total time the length of a call must reach to trigger the alarm

7 Tick the Block Outbound Calls tick box if all outgoing calls are to be blocked when the alarm is triggered. (When the alarm is triggered this option will turn on the Outgoing Call Bar field in **all** ISDN and SIP trunks.)

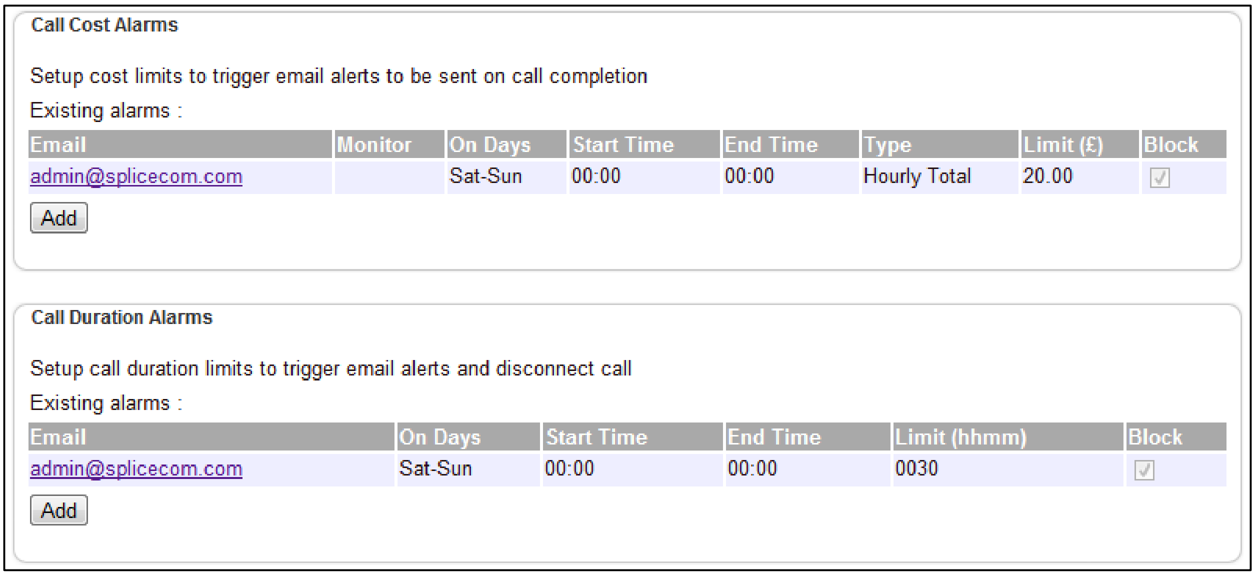
8 Select Update when ready.

Please note: this alarm applies to all Users during the On Days and In Time Period selected.



Call Alarms Summary

Once configured each alarm will be displayed within the Call Alarms page of the Vision portal.



Block Outbound Calls

If the Block Outbound Calls option has been selected in an alarm and this alarm is triggered this will turn on the Outgoing Call Bar field in **all** ISDN and SIP trunks on the system. To return the system to normal so that outbound calls can be made the Outgoing Call Bar field in all the ISDN and SIP trunks must be disabled via the Manager application.

Alarm Emails

When an alarm is triggered the following examples show the information provided within the email that is sent.

From: **flyspray@splicecom.com**
Subject: Vision Call Cost Alarm
Date: 31 October 2012 12:09:51 GMT
To: Robin Hayman

Hide

Call made by Charles Huggett at 2012-10-31 11:55:00 cost £1.44

This call triggered the following alarm:

Alarm Type:	Single Call
Owner:	robin.hayman
Limit:	£1.00
Group:	All Users
On:	Every Day
From:	0800
To:	1800

Call details may be found in this Itemised Cost Report
or this Transfered Calls By Cost Report

Click on the Itemised Cost Report link to view the details of the call(s).

Itemised Cost Report
For: Charles Huggett
Dates: From: 2012-10-31, To: 2012-10-31
Time Filter: between '11:00:00' AND '11:59:59'

Charles Huggett

Time	Forwarded By	Cost Centre	Name	Extension	Destination Name	Number Dialled	Connected Duration	Net Cost	VAT	Gross Cost
2012-10-31 11:40:02		Charles Huggett	Charles Huggett	719	iCS Communications Ltd	01344870888	00:00:20	0.034	0.006	0.040
2012-10-31 11:55:00		Charles Huggett	Charles Huggett	719		01344870828	00:14:26	1.441	0.288	1.729
	0						00:14:46	£ 1.475	£ 0.294	£ 1.769

Grand Total: £1.77

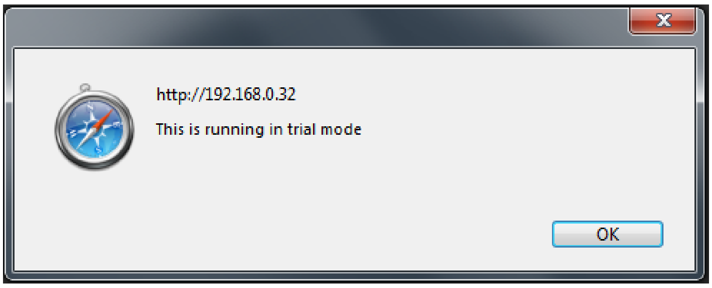
Live Wallboards

A Live Wallboard can be designed to monitor Departmental or an individual's performance. These are created via the Live Wallboards link within the Vision portal.

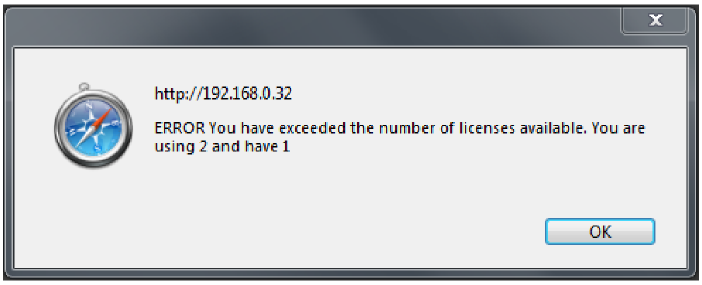
Licensing

Before creating a wallboard the number of VisionLive licences required must be considered. A VisionLive licence enables a concurrent view of a wallboard. You can create as many wallboards as you like but wallboards can only be viewed concurrently by the number of licences installed. Two people viewing the same wallboard at the same time count as 2 concurrent viewers.

If VisionLive licences have not been entered the following message will appear when a wallboard is created and every time a wallboard is opened.



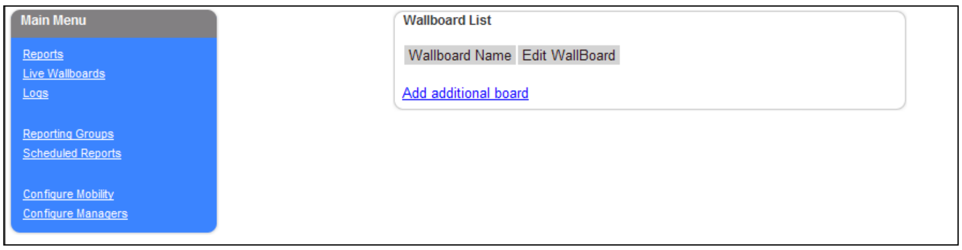
You can only have one trial Wallboard open at any one time and the following message is displayed if more than one is opened.



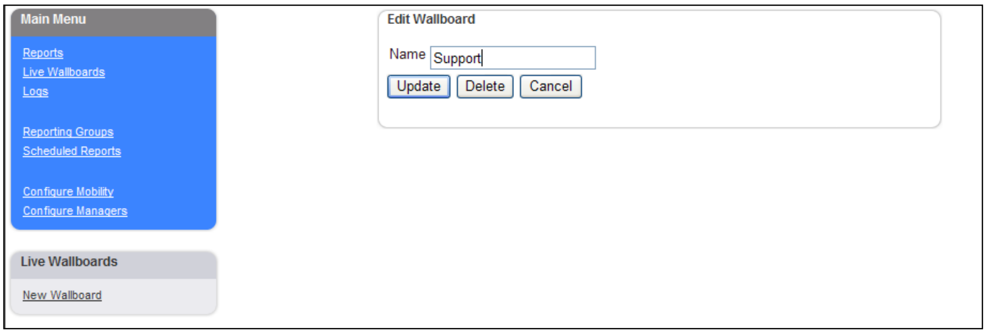
Creating a Wallboard

Any Manager logged into the Vision portal can create a Wallboard, unless their account has been configured Read Only Assigned Security.

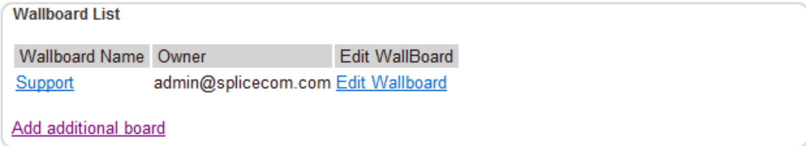
1 Open the Vision portal
2 Click on the Live Wallboards link



3 Click on Add Additional Wallboard.
4 In the Name field enter the text that will be used to identify this wallboard

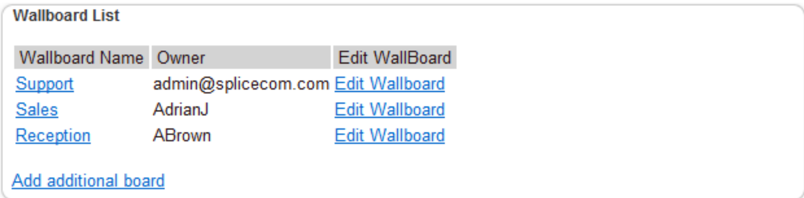


5 Click on Update. The new wallboard will now be listed.

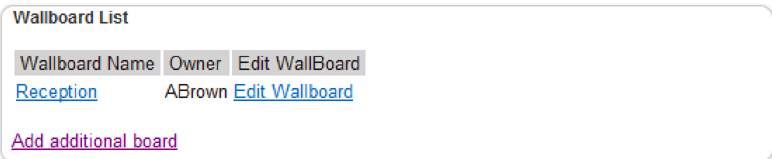


Wallboard Ownership

The Manager that creates the wallboard becomes the owner of that wallboard. Only that Manager, the Administrator and a Manager with Configure Manager rights can amend and delete the wallboard.



The Live Wallboards link within the Vision portal will only list the wallboards that the Manager owns, unless he/she has Configure Manager rights.. However, he/she can open and view a wallboard, via a web browser, he/she does not own but will be unable to amend it. Please refer to the Viewing a Wallboard section from page 125 for further details.



Design a Wallboard

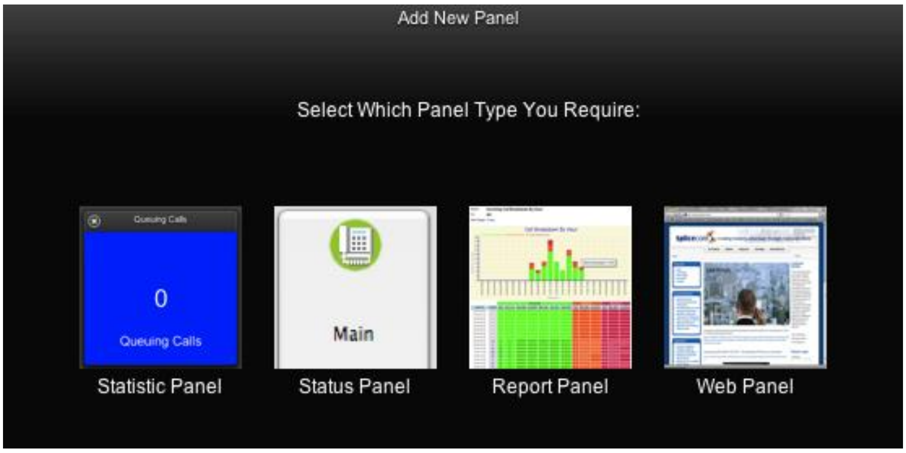
1 To design your new Wallboard, click on the wallboard name.
2 This will take you to a blank screen with a padlock on the bottom right hand corner of the page.
3 Click on the padlock and two additional icons will be displayed:

 Toggle Borders - once you have designed your wallboard you can remove the title bar and borders on all the panels by selecting this icon

 Add - this icon will enable you to choose a panel to add to your wallboard

 Padlock - click on this icon to lock the wallboard and changes to the design cannot be made accidentally

4 Click on the Add icon and the Add New Panel screen will be displayed.



You can now decide which type of panel you wish to create.

Statistic Panel	This panel will enable you to view call information such as the number of calls queuing, maximum ring time and so on.
Status Panel	This panel can be used to display BLF information for specific Users and Departments
Report Panel	A real time report on call information can be displayed on the wall board. Full details of the reports available are listed in the Reports section from page 52.
Web Panel	This will enable you to select a web page to be displayed on the wallboard. This useful for displaying information available on the company's intranet or, for example, financial information available on an external website

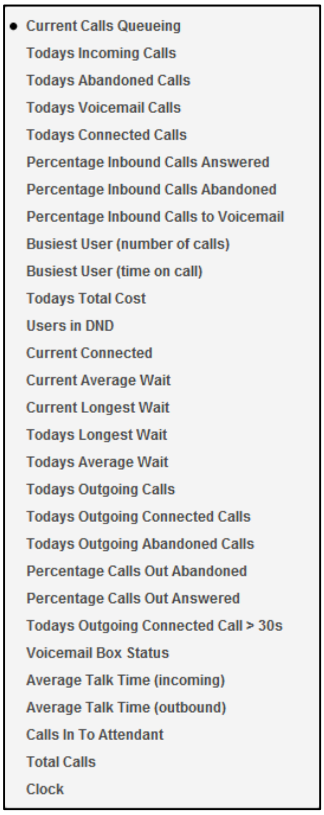
Please note that if further Panel Types are displayed your **max**imiser system is running the Vision Call Centre software. Please refer to the Vision Call Centre Configuration manual for further details.

Statistic Panel

The Statistic Panel will enable you to view call information such as the number of calls queuing, busiest User, average wait and so on for a Department, User or Reporting Group.

1 From the Add New Panel screen click on Statistic Panel and the panel configuration form will appear

2 From the Panel Type list box select one of the following options



(Please note that if the Statistic Panel dialogue box gives you the ability to choose a Panel Type Group - Standard Panels, Agent Panels or Queue Panels your **max**imiser system is running the Vision Call Centre software. Please refer to the Vision Call Centre Configuration manual for further details. The panels listed above will be available if you select Standard Panels.)

3 From the For list box select the type of entry you wish to monitor - Departments, Users or Report Groups
4 Click in the Search box below the For list box.
5 Start to type the first few of letters of the User, Department or Report Group you wish to search for. A list of the available options from the **max**imiser database will be displayed.
6 Click on the User, Department or Report Group required
7 The following options can then be configured if required.

Background	Click on the coloured square beside Background to access the Colour Panel. Click on the colour required for your panel. Click on the Close icon when ready.
Background Text Colour	Click on the coloured square beside Background Text Colour to access the Colour Panel. Click on the colour required for the text on your panel. Click on the Close icon when ready.
Flash when Alerting	If alerting has been set below this option will determine whether the panel will flash or stay static when an alert is received. Select either Yes or No.
Warn when value is	This option can be used to display the panel in a different colour to warn, for example, if the number of calls queuing for a Department has gone above a certain value. Firstly from the list box select < (less than) or > (greater than). Then in the text box enter the value to be compared.
Warning	Click on the coloured square beside Warning to access the Colour Panel. Click on the colour required for the panel when the Warning value has been reached. Click on the Close icon when ready.
Warning Text Colour	Click on the coloured square beside Warning Text Colour to access the Colour Panel. Click on the colour required for the text on your panel when the Warning value has been reached Click on the Close icon when ready.
Alert when value is	This option can be used to display the panel in a different colour to alert, for example, if the number of calls queuing for a Department has gone above a certain value. Firstly from the list box select < (less than) or > (greater than). Then in the text box enter the value to be compared.
Alert	Click on the coloured square beside Alert to access the Colour Panel. Click on the colour required for the panel when the Alert value has been reached. Click on the Close icon when ready.

Alert Text Colour	Click on the coloured square beside Alert Text Colour to access the Colour Panel. Click on the colour required for the text on your panel when the Alert value has been reached. Click on the Close icon when ready.
Min Duration(s)	Available with Today's Abandoned Calls panel type. Enter the minimum number of seconds the call is ring before it is displayed in the panel.
Type of Call	Available with some panel types. From the list box select to display All Calls or Internal only or External only.
Show Name	This will determine where on the panel the name of the User, Department or Reporting Group will be displayed on the panel. Select Top, Bottom, Left, Right or No.
Show Title	This will determine where on the panel the title of the panel will be displayed. Select Top, Bottom, Left, Right or No.

8 Select Add when ready
9 Your panel will appear at the top left hand side of the wallboard.

10 Click and drag on the panel to move it to the position required. (Please note that a new Panel will appear in the top left hand corner on the wallboard and will therefore appear on top of a Panel if one already exists there. Click and drag the panel to the required position.)
11 Click and drag on the bottom right hand corner of the panel to resize it.
12 Repeat all the above steps to create another Statistic Panel.

The following Panel Types have been enabled with the ability to create a report on the information displayed. Double click on the panel to display the relevant report.

Todays Incoming Calls
Todays Abandoned Calls
Todays Voicemail Calls
Todays Connected Calls
Percentage Calls Answered
Percentage Calls Abandoned
Busiest User (number of calls)
Busiest User (time on call)
Todays Total Cost
Todays Longest Wait
Todays Average Wait

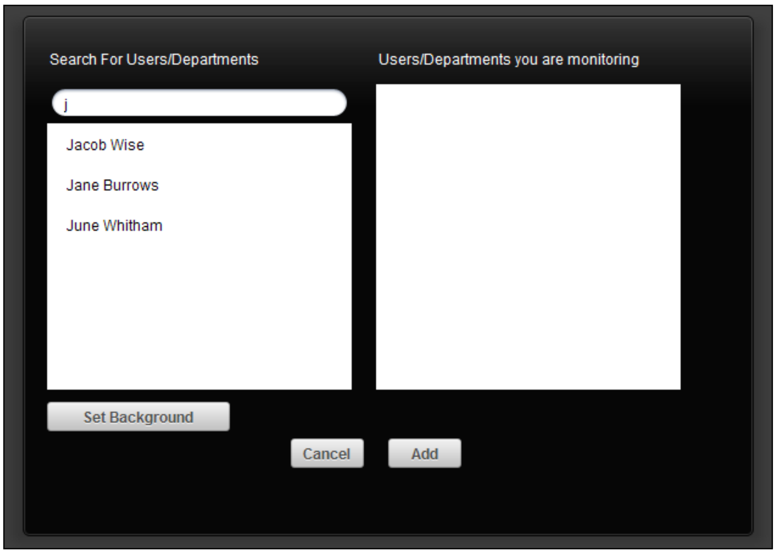
Calls In To Attendant panel

When creating a Calls In To Attendant panel the For: field must contain the same path as entered in the Translate To field of the DDI plan entry for the relevant auto attendant or extended attendant.

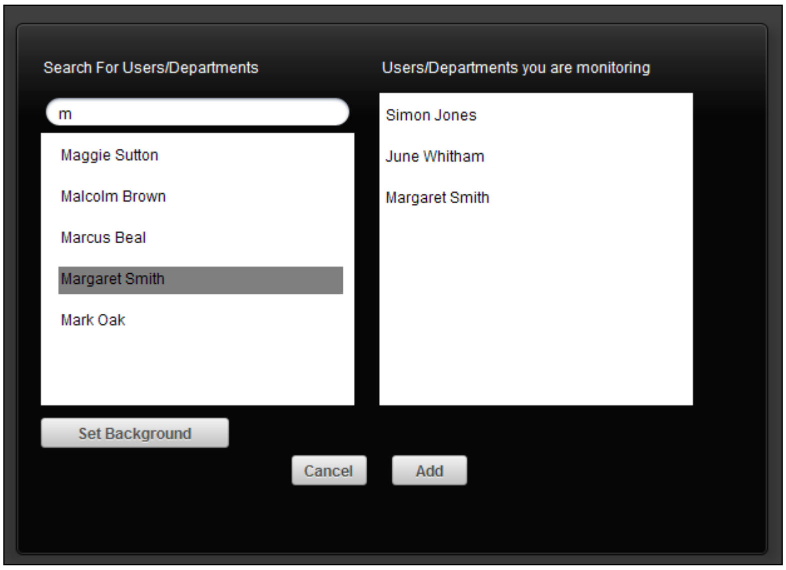
Status Panel

A Status Panel will display BLF information for specific Users and Departments that you add to that Panel.

1 From the Add New Panel screen click on Status Panel and the Search For Users/Departments screen will be displayed
2 In the search box at the top left hand side enter the first few letters of the User or Department you wish to search for and the list below will populate with the entries from the **max**imiser database matching your search.



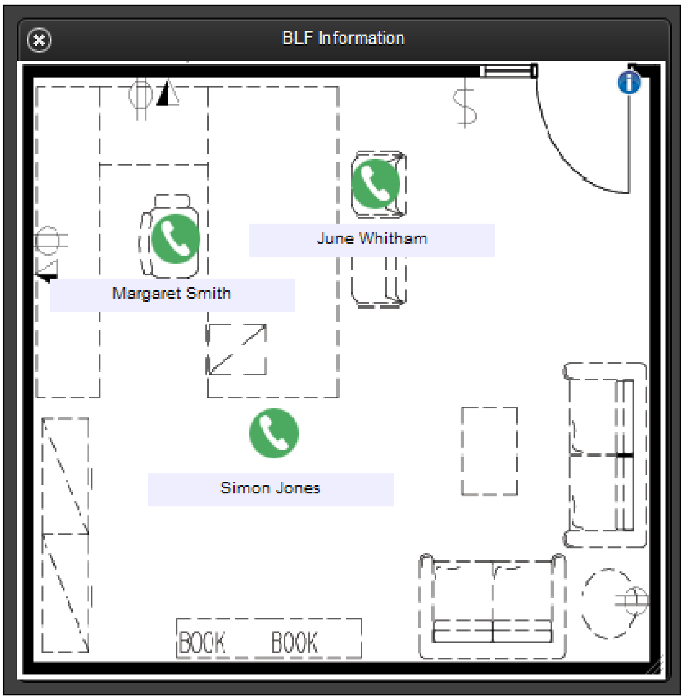
3 Click on the name required and this entry will be added to the "Users/Departments you are monitoring" list on the right hand side.



4 The following options can then be configured if required.

Remove an entry	To remove an entry from the "Users/Departments you are monitoring" list, click on the relevant entry within this list and it will disappear
Set Background	Click on the Set Background button to access the Wallboard Images loaded via the Vision Admin Portal. (Please refer to the Wallboard Images section from page 22 for further information.) Click on the Wallboard image required or the Close icon  to cancel.

5 Select Add when ready



BLF Status

The following icons will display the status of the User's or Department's extension

 The extension is available

 The extension is receiving a call

 The extension is currently busy

 The User has Do Not Disturb set

BLF Information

On Call To	This will show who the User is currently on a call to – displaying the name of the caller or the person called (if known by the system), the number called or dialled; or whether the user is leaving a message for a colleague or accessing their own voicemail
Missed Calls	This will be displayed the number calls that have not been answered by this extension or by voicemail
Not Logged In	This User is not logged on to any handset on the system
Forwarding to	This will display the type of forwarding set for this User and where the calls have been forwarded to eg Personal Forwarding to 2009
New Messages	This will display the number of new messages that this User has received and not yet listened to

Report Panel

A Report Panel allows you to have a real time report on specific call information displayed on a wall board. Full details of the reports available are listed in the Reports section from page 52.

1 From the Add New Panel screen select Report Panel, the panel configuration form will be displayed.
2 From the Vision Report list box select one of the following reports

- Abandoned Calls Detail
- Incoming Call Response
- Incoming Call Response Concise
- Incoming Call Breakdown By Hour
- Outgoing Call Breakdown
- Top Outgoing Call Users By Cost
- Overview By Talk Time
- Peak Trunk Usage
- Overview By User
- Itemised Cost Report
- Frequently Called Destinations
- Most Expensive Calls
- Incoming Call Breakdown By Day
- Incoming Call Breakdown By Week
- Incoming Call Breakdown By Month
- Incoming Call Breakdown By User
- Calls Abandoned In AA
- First And Last Calls
- Peak Trunk Group Usage
- Peak IntraModule Trunk Usage
- Peak Voicemail Port Usage
- Abandoned Calls Overview

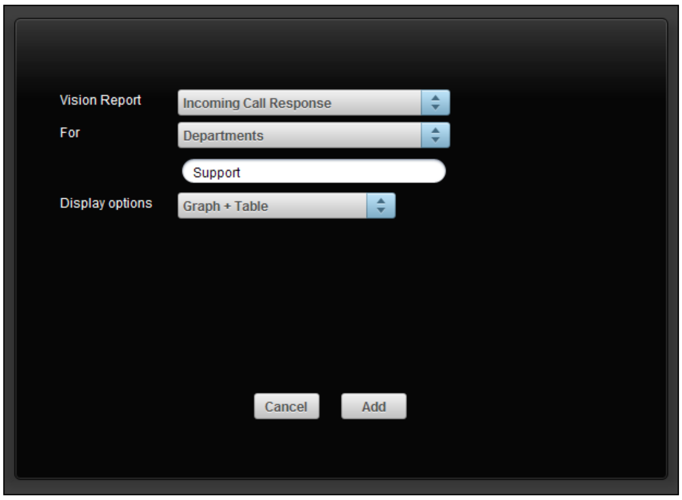
Contact Report
Forwarded Calls Cost By User
Cost Report Filtered By Cost Centre

Transfered Calls By Cost
Total Cost By Account Code
Incoming Call Breakdown By Department
Incoming Call Breakdown By DDI

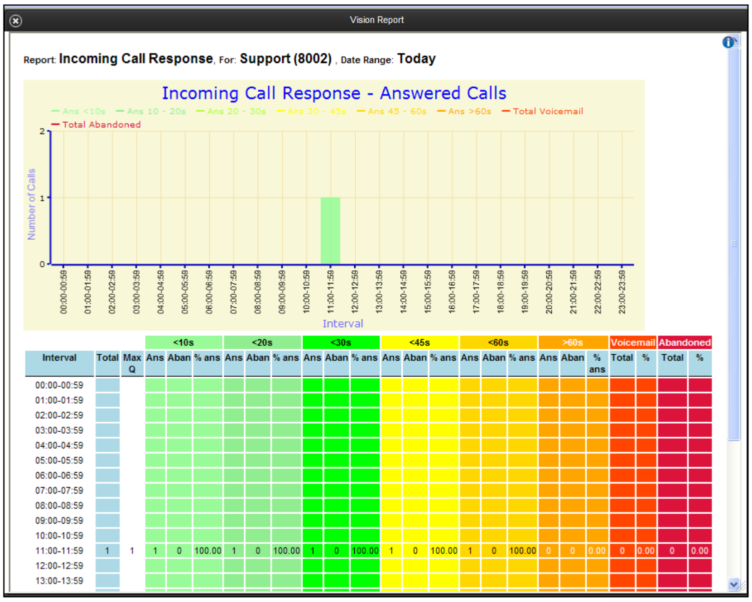
Trunk To Trunk Calls

Full details on these reports are available in the Reports section from page 52. Please note that if you are also given the ability to create a panel based on a Call Centre report your **max**imiser system is running the Vision Call Centre software. Please refer to Vision Call Centre Configuration manual for further details.

3 From the For list box select the type of entry you wish to report on - Departments, Users or Report Groups
4 Click in the Search box below the For list box.
5 Start to type the first few of letters of the User, Department or Report Group you wish to search for. A list of the available options from the **max**imiser database will be displayed.
6 Click on the User, Department or Report Group required
7 From the Display Options list box select the style of graph required, eg Graph, Table or Graph + Table. Please note that only the options relevant to the report selected will be listed.



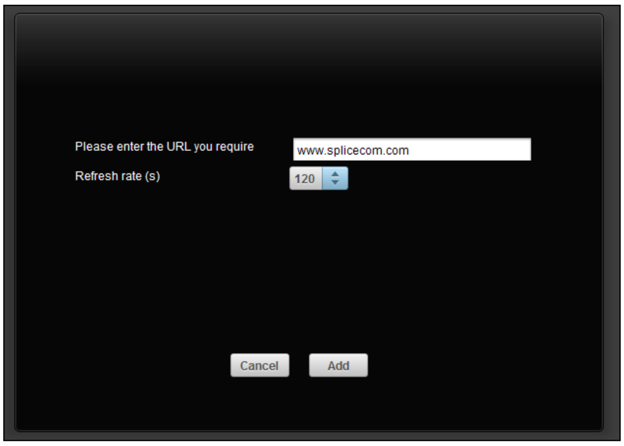
8 Select Add when ready



Web Panel

The Web Panel allows you to display a web page on a Wallboard. This useful for displaying information available on the company's intranet or, for example, financial information available on an external website

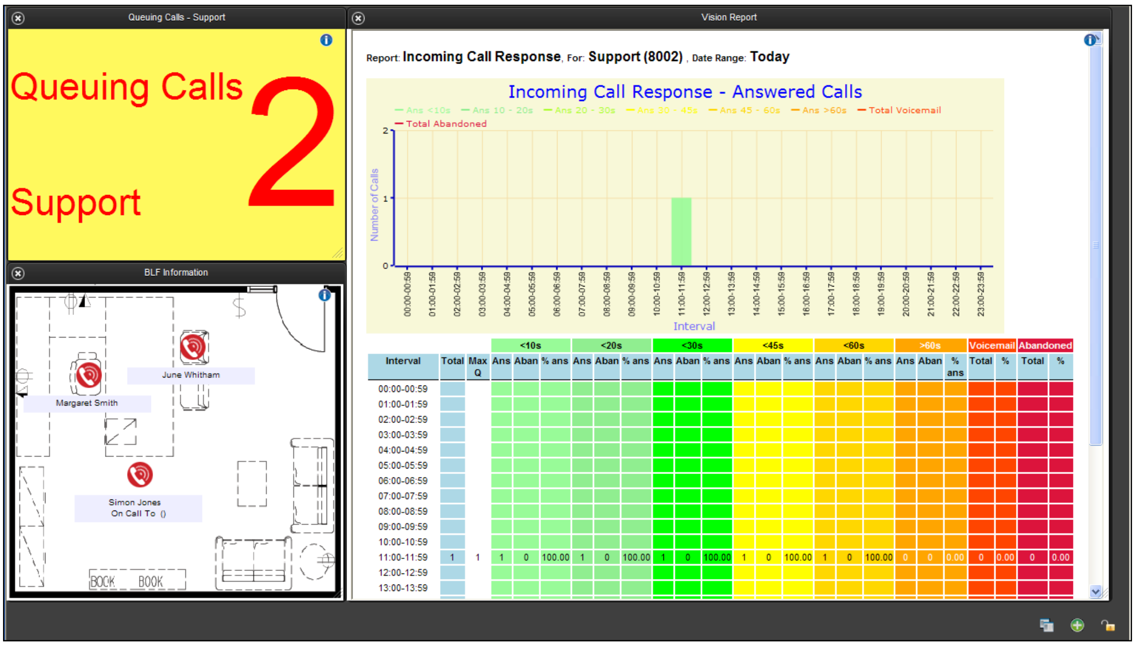
1. From the Add New Panel screen click on Web Panel and the panel configuration form will appear
2. Enter the URL for the web site required, eg www.splicecom.com
3. From the Refresh rate (s) list box select the frequency that you wish the web page to refresh, eg 120 seconds



4 Select Add when ready

Edit a Panel

1 Unlock the panel for editing, if necessary, by clicking on the Padlock icon at the bottom right hand corner of the wallboard. (Please note that you will only be able to unlock a wallboard if you are logged in as the Manager that created the wallboard, a Manager account that has Configure Manager rights, or the Administrator.)
2 Click on the Information icon of the relevant panel and the panel configuration form will be displayed.
3 Make the changes required.
4 Click on OK to save the changes or Cancel to discard the changes.



Delete a Panel

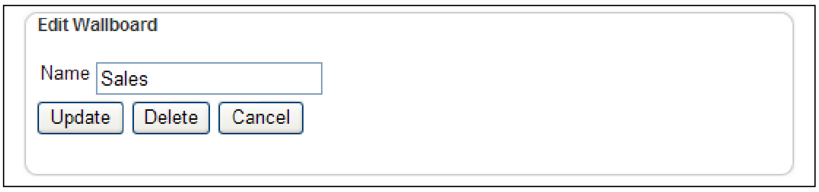
1 Unlock the panel for editing, if necessary, by clicking on the Padlock icon at the bottom right hand corner of the wallboard. (Please note that you will only be able to unlock a wallboard if

you are logged in as the Manager that created the wallboard. a Manager account that has Configure Manager rights, or the Administrator.)

2 Click on the Close icon at the top left hand corner of the panel
3 You will be asked if you are sure you wish to delete the panel
4 Select OK to delete the panel or Cancel if you do not wish to delete the panel

Change a Wallboard name

1 Open the Vision portal
2 Select the Live Wallboards link
3 Beside the Wallboard name to be amended click on Edit Wallboard
4 Make the changes required



5 Select Update to save the changes, or Cancel to discard the changes

Delete a Wallboard

1 Open the Vision portal
2 Click on the Live Wallboards link
3 Beside the Wallboard name to be amended click on Edit Wallboard
4 Select Delete
5 You will be returned to the wallboard list and the wallboard will be deleted

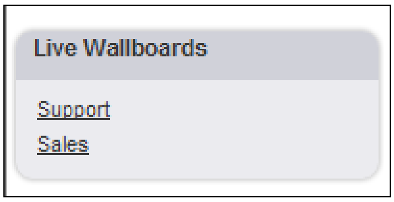
Viewing a Wallboard

Authorisation to view a wallboard is provided via a Manager account. The Manager account will not require additional Assigned Security; however the User and Department data they can view will be dependent on the Permissions configured. (Please refer to the Configure Managers section from page 37 for further information.)

There are three ways to access and view a wallboard as follows:

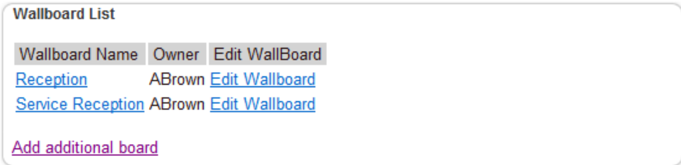
Via the Vision portal

1 Open the Vision portal
2 The list of wallboards that the Manager owns will be listed at the bottom left hand side of the screen
3 Click on the wallboard required



Via the Live Wallboards link within the Vision portal

1 Open the Vision portal
2 Click on the Live Wallboards link
3 The list of wallboards that the Manager owns will be listed
4 Click on the Wallboard Name required



Directly via a web browser

Each wallboard is given a reference number, eg wb=3, which is used to access this particular wallboard. This number is assigned when the wallboard is created; the first wallboard to be created is given a reference of 1 and the next 2 and so on.

On the the Vision server enter:

http://localhost/vision/VisionLive/?wb=1

On a network PC enter:

http://*ip address of the vision server*/vision/VisionLive/?wb=*wallboard no*

eg http://192.168.0.251/vision/VisionLive/?wb=1

At the log in prompt enter the relevant Manager account's User Name and Password. If this Manager does not own the wallboard it cannot be amended. The padlock icon will not be available.

Maintenance

Utilities

Do Backup

Creating a Back Up

The Do Backup link within the Vision Admin portal allows you to create a backup of the MySQL database.

1. Open the Vision Admin portal
2. Select Utilities
3. Select the Do Backup link
4. Click on the Do Backup button. Wait for the backup to complete.

5. A back up of the MySQL database will be made and will be displayed at the bottom of the Backup Files on the Server list.

Backup Files on the Server

20130925101551.sql	Download	Restore to DB
20130917135821.sql	Download	Restore to DB

Downloading a back up

You may wish to download a back up of the Vision database to the Mac pc so that you can then keep a copy on another server, or off-site etc.

1. Find the back up that you wish to download from the Backup Files on the Server list
2. Click on the Download link.
3. The file will be downloaded to the Downloads folder on the Mac pc where you can save it in any location for back up purposes.

Restore a back up

You can also restore the MySQL database to a previous state via a back up file.

1. Find the back up that you wish to use from the Backup Files on the Server list
2. Click on Restore to DB beside this file
3. The following warning will be displayed:

Restore Backup

Warning! Restoring a backup will delete the data currently in your database!

A backup of your current database will be created. It will be named "Restore_<datestamp>"

Do you wish to Continue or Cancel ?

When restoring a database a backup of the current database is taken and will be shown in the same list but will be marked with the tag Restore.

4 You will be returned to the Backups screen when the restoration of the database is complete.
5 The back up of the old database will be listed at the bottom of the Backup Files on the Server list

Backup Files on the Server		
09Jul2009124840.sql	Download	Restore to DB
20090610111621.sql	Download	Restore to DB
20090611130948.sql	Download	Restore to DB
Restore_20090611131801.sql	Download	Restore to DB

Please note that if you wish to schedule a backup please refer to the Schedule a backup of the SQL database section from page 134,

Recalculate Call Costs

When pricing schemes have been updated new calls are priced via the new scheme. Old calls can also be priced via this new scheme as follows.

1 From the Vision Admin portal select Utilities
2 Select Recalculate Call Costs.
3 Enter the start date and end date of the range of calls to be re-priced
4 Select Recalculate.

Factory Default

The Factory Default link via the Vision Admin portal will allow you to default the MySQL Database and set up which Call Servers you want to log and record calls. (Please note that the MySQL Database user name and password stays the same.)

1 Open the Vision Admin portal
2 Select Utlities
3 Click on the Factory Default link
4 You will get the following warning window:

Warning! Factory defaulting your Vision server will delete all call logs and configuration.

Also delete recordings? ☐

Are you sure you want to continue?

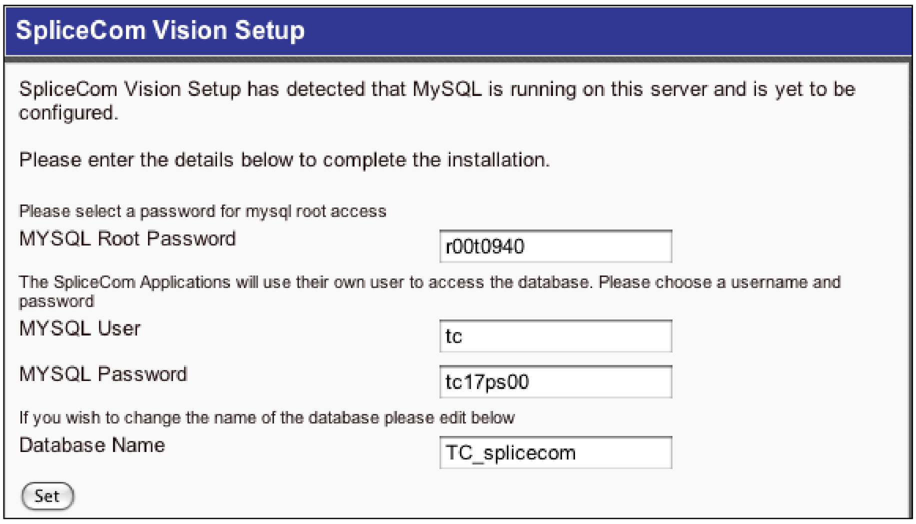
Yes No

(Ths may take up to 10 seconds)

5 Tick "Also delete recordings?" option if required

6 Click on the Yes button

7 The Vision software will default and then send you back to the Vision Setup screens where you will need to enter the current MySQL Database User name and password. These were set up during the original Vision installation as per this example screenshot:



8 Once entered this will then carry on forward to through the setup process (please refer to the Installing Vision section from page 11 for further details)

9 At the end you will need to reboot the Mac server.

If you cannot remember the User name and password for MySQL database use a terminal application to view the entries in cat admin.cfg stored in \SpliceCom\Config

Generate SSL Certificate

This facility will enable https access to the Vision database. Please refer to Support for further details if this facility is required.

SQL Health Check

This option will run a few command lines to repair the SQL database when required and instructed by SpliceCom Support.

Public IP Address

This option is used with Total Control only. Please refer to Support for further details if required.

Clear Collection Status

This facility will clear any error messages displayed in the Vision portal (within the Call Logging and Recording Status screen displayed when Logs is selected) when, for example, a Call Server has been removed from the system.

Upgrading Vision

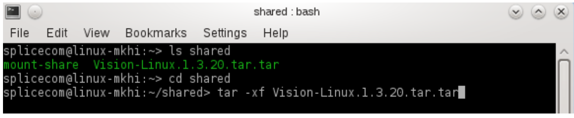
When a new version of Vision is available it will be made so via the forums.

1 Firstly, back up the database (as described in the Do Backup section from page 127)

2 Download the new Vision software to the Vision Server

On a Linux PC:

3 The software will most likely be supplied in a .tar.tar format the file will need to be unzipped first.
4 Open a Terminal session (KDE version – select the Kickoff Application Launcher then Terminal)
5 Change to the directory where the file is located by entering **cd *folder name***, eg cd Downloads
6 Enter **tar -xf *name of file*,** eg tar –xf Vision-Linux.1.5.20.tar.tar.



7 This will unzip the file and create a folder called Vision.
8 Change to this directory by entering **cd Vision** (case sensitive)
9 Enter **sudo ./install.SUSE**
(use this command if you have the Linux install CD available
or
10 Enter **sudo ./install.SUSE –net**
(use this command if you do not have a Linux install CD available but the Linux PC will need an internet connection)
11 When prompted for the root's password enter the password for the root user on your Linux PC
12 The install will start. Wait for the prompt to return to indicate that this stage of the upgrade is complete.
13 Go to step 13

On an Apple Mac:

3 Double click on the new software file to run it.
4 Once the install wizard is complete you will be requested for the user name and password for Administrator
5 When the upgrade is complete the final set up screen will be displayed informing you to open the Vision Admin portal. Go to step 13

13 Open the Vision Admin Portal
14 Click on the Upgrade Database link, this will update your SQL database
15 When the update is complete reboot the Mac or Linux PC.
16 Once reboot is complete, back up your database again.

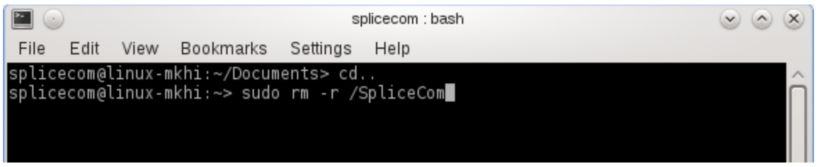
Uninstalling Vision

At present Vision can only be uninstalled manually.

Uninstalling Vision on an Linux PC

To remove Vision from a Linux PC you will need to delete everything in the SpliceCom directory and delete the MYSQL database as follows:

1 Open a Terminal session (KDE version – select the Kickoff Application Launcher then Terminal)
2 Enter **sudo rm –r /SpliceCom**

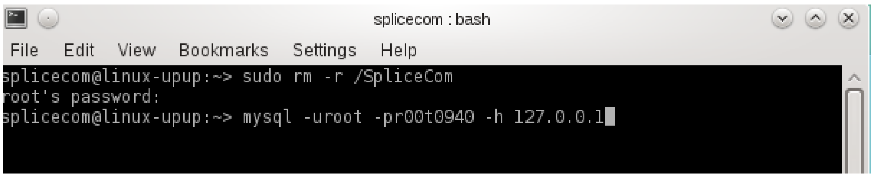


3 When prompted for the root's password enter the password for the root user on your Linux PC. You will be returned to the prompt if this has been entered correctly.

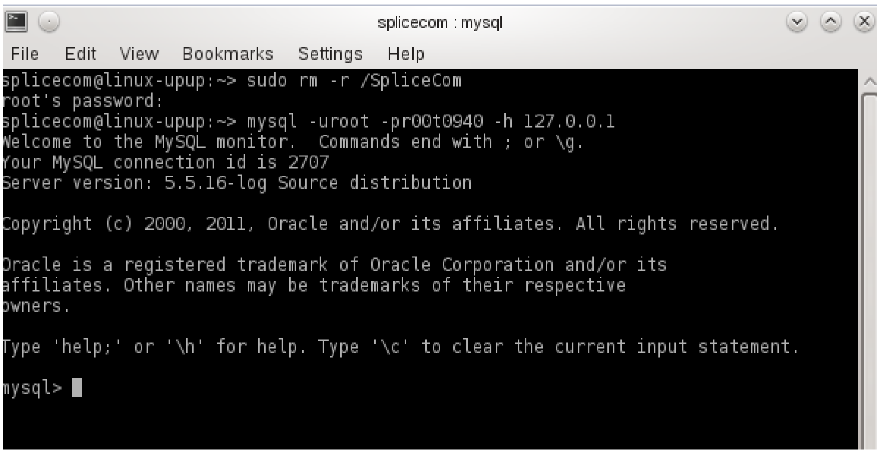
4 Then enter the following commands:

mysql –uroot –p[*mysql root password*] –h 127.0.0.1

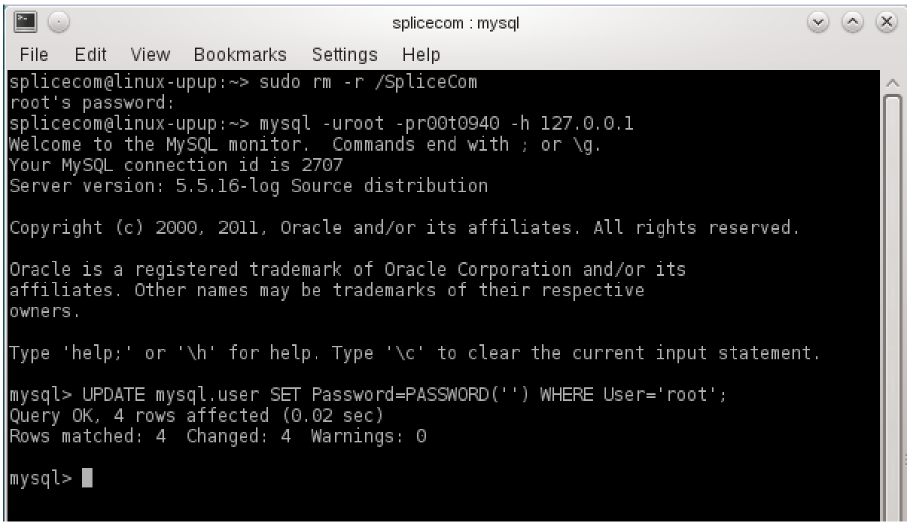
eg mysql -uroot -pr00t0940 -h 127.0.0.1



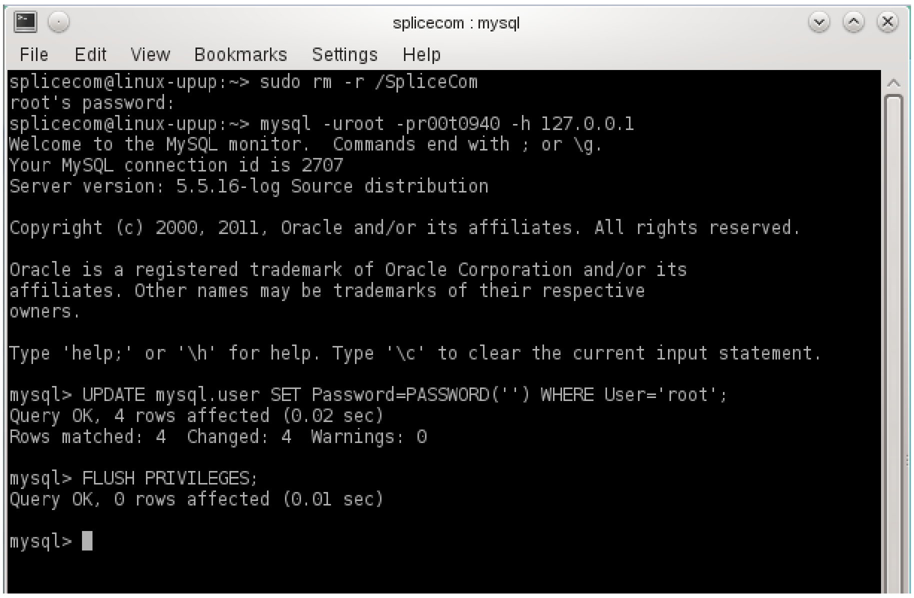
This will log you onto the MySQL server.



UPDATE mysql.user SET Password=PASSWORD('') WHERE User='root';
(use apostrophes)

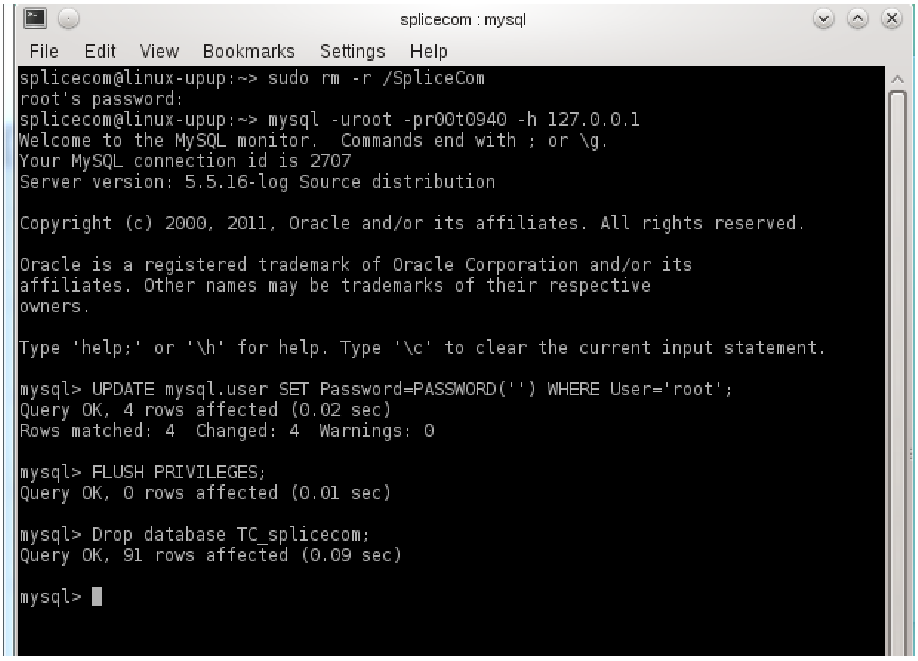


FLUSH PRIVILEGES;



Drop database [*database name*]

eg Drop database TC_splicecom;



```
splicecom : mysql
File  Edit  View  Bookmarks  Settings  Help
splicecom@linux-upup:~> sudo rm -r /SpliceCom
root's password:
splicecom@linux-upup:~> mysql -uroot -pr00t0940 -h 127.0.0.1
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 2707
Server version: 5.5.16-log Source distribution

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affiliates. Other names may be trademarks of their respective
owners.

Type 'help;' or '\h' for help. Type '\c' to clear the current input statement.

mysql> UPDATE mysql.user SET Password=PASSWORD('') WHERE User='root';
Query OK, 4 rows affected (0.02 sec)
Rows matched: 4  Changed: 4  Warnings: 0

mysql> FLUSH PRIVILEGES;
Query OK, 0 rows affected (0.01 sec)

mysql> Drop database TC_splicecom;
Query OK, 91 rows affected (0.09 sec)

mysql>
```
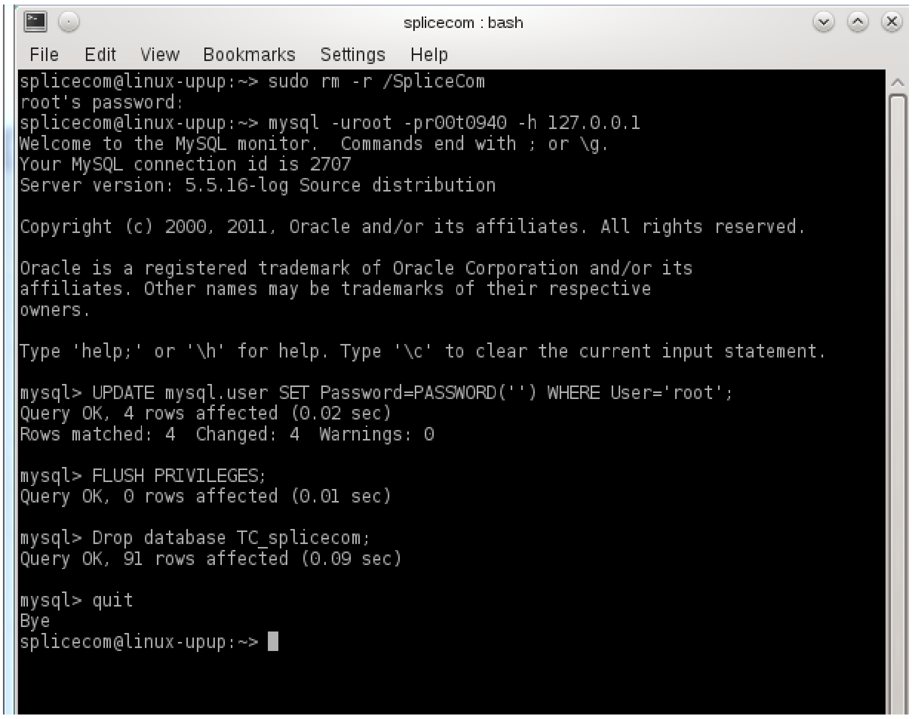

quit



```
splicecom : bash
File  Edit  View  Bookmarks  Settings  Help
splicecom@linux-upup:~> sudo rm -r /SpliceCom
root's password:
splicecom@linux-upup:~> mysql -uroot -pr00t0940 -h 127.0.0.1
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 2707
Server version: 5.5.16-log Source distribution

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owners.

Type 'help;' or '\h' for help. Type '\c' to clear the current input statement.

mysql> UPDATE mysql.user SET Password=PASSWORD('') WHERE User='root';
Query OK, 4 rows affected (0.02 sec)
Rows matched: 4  Changed: 4  Warnings: 0

mysql> FLUSH PRIVILEGES;
Query OK, 0 rows affected (0.01 sec)

mysql> Drop database TC_splicecom;
Query OK, 91 rows affected (0.09 sec)

mysql> quit
Bye
splicecom@linux-upup:~>
```

This will log you out of the MySQL server.

5 Reboot the Linux PC

You may wish to check that you have uninstalled Vision correctly. This can be done by checking that you can no longer log on to the mysql database as follows:

In a Terminal session enter:

mysql –utc –p[*mysql password*] [*mysql database name*]

eg

mysql -utc -ptc17ps00 TC_splicecom

Uninstalling Vision on an Apple Mac

To remove all traces of Vision from an Apple Mac you need to run the following commands via the Terminal Application on your Mac. Please note that once you type the first command you will be prompted for a password, this is the password for the User on your Mac.

1 From the Dock open Finder
2 Select Applications
3 Open the Utilities folder
4 Open Terminal
5 Enter **sudo▲rm▲-r▲/SpliceCom/** (▲ = a space)
6 You will be prompted for a password. Enter the password for the User you are logged in as on the Mac pc..
7 Enter all the following commands

sudo rm -r /opt/
sudo rm -r /etc/apache2/other/0001_tc_apache.conf
sudo rm -r /Library/StartupItems/SpliceComVision/
sudo rm -r /Library/StartupItems/MySQLCOM/
sudo rm -r /ftp/
sudo rm -r /logs/
sudo rm -r /Voice/
sudo rm -r /usr/local/my*

If no error messages are displayed after you enter each line the command has been accepted and actioned.

You can use the Up arrow on your keyboard to display the previous line entered. This can be amended and will save you typing in the same text in again.

8 From the Terminal menu, select Quit Terminal or press ⌘Q
9 Reboot the Mac (from the Apple menu select Restart). Vision will no longer be running.

Schedule a backup of the SQL database

(Linux version only)

Running a SQL backup adds overhead to the Vision server and 'locks' certain tables within the SQL whilst the backup is being taken. This could have a negative effect on the efficiency of the Vision server. Therefore it is recommended that SQL backups are scheduled to run at a quiet time, as follows.

Create the following file and make it executable. When you run this it takes a backup of the SQL database and names it backupfileyyyymmdd in /SpliceCom/backup.

cd /SpliceCom
sudo vi SQLBackup

and add the following commands to it

```
#!/bin/sh

cd /SpliceCom/backup
sudo touch backupfile`date +%Y%m%d`.sql
sudo chmod 777 backupfile`date +%Y%m%d`.sql
sudo chown wwwrun backupfile`date +%Y%m%d`.sql
mysqldump --hex-blob --skip-comments --socket /tmp/mysql.sock -h 127.0.0.1 -uroot -pr00t0940
    TC_splicecom > backupfile`date +%Y%m%d`.sql
```

(Assuming the SQL database is using the default setup, otherwise use the relevant database name and password)

Make the file executable

sudo chmod 755 SQLBackup

This can then be run from the command line as:

cd /SpliceCom
sudo ./SQLBackup

or run via a crontab by adding the following entry to the /etc/crontab file

59 23 * * * root /SpliceCom/SQLBackup

Generating demonstration call logs

Available with Vision is the ability to import dummy call logging information that can be used for demonstration purposes. Your maximiser system must contain two extensions numbered 2001 and 2002, and a Department with an extension number of 8000 in order to use this data.

1 Open the Vision Admin portal
2 Click on any link within the Admin portal, eg Database
3 Edit the URL displayed in the Address Bar so that, eg =database, is changed to =generate

   eg http://192.168.0.251/visionadmin/Admin.cgi?sessionId=1770745928&pagename=generate

4 Run this URL
5 Click on the Generate button. This will clear any call logging information currently stored and create a dummy database of call logging information.

   Please note that the Clear button will clear all existing call logging information. This is useful if wish to clear the demonstration data and start using the Vision server for live call logging.

Index

SpliceCom

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